# ANNUAL REPORT
# 1984

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# BRITISH COLUMBIA
# UTILITIES COMMISSION

## 1984 Annual Report

Vancouver, B.C.
December 1, 1985

To The Lieutenant Governor in Council

MAY IT PLEASE YOUR HONOUR :

We respectfully submit this report on the activities of the British Columbia Utilities Commission for the calendar year 1984.

BRITISH COLUMBIA UTILITIES COMMISSION

M. TAYLOR, Chairman

J.D.V. NEWLANDS, Deputy Chairman

D.B. KILPATRICK, Commissioner

N. MARTIN, Commissioner

## TABLE OF CONTENTS


| | | Page No. |
|---|---|---|
| INTRODUCTION | | (i) |
| I. | Regulated Public Utilities Located in British Columbia | 1 |
| II. | Applications Heard and Decisions Issued in 1984 | 5 |
| III. | Commission Orders Issued in 1984 | 15 |
| IV. | Common Purchaser Orders Issued in 1984 | 45 |
| V. | Summary of Complaints Received from Utilities Customers in 1984 and Their Resolution | 46 |
| VI. | Telecommunications Orders Issued in 1984 | 59 |
| VII. | Analysis of Domestic Electricity Sales in 1984 | 64 |
| VIII. | Electricity Sales Volumes (GWh) Within British Columbia 1984 (Graph) | 65 |
| IX. | Electricity Sales Relative (%) Volumes (GWh) Within British Columbia 1984 (Graph) | 66 |
| X. | Gas Utilities in British Columbia - Domestic Gas Sales-1984 | 67 |
| XI. | Natural Gas and Propane Utility Sales (GJ-000's) Within B.C. 1984 (Graph) | 68 |
| XII. | Natural Gas and Propane Utility Sales (% of Total GJ) Within B.C., 1984 (Graph) | 69 |
| XIII. | Hearing Days During Year, 1974 through 1984 - Graph | 70 |
| XIV. | Commission Orders Issued, 1974 through 1984 - Graph | 71 |
| XV. | Organization Chart as at December 31, 1984 | 72 |
| XVI. | Main Electric Transmission and Power Generating Facilities (Map) | 73 |
| XVII. | Natural Gas and Gas Liquids Utilities Located in British Columbia (Map) | 74 |

## INTRODUCTION

The responsibilities exercised by the Commission are illustrated in detail in the description of Decisions and Orders issued, together with line graphs comparing the current year's activities with those of previous years.

To provide maximum opportunity for public participation and scrutiny of the Commission in the exercise of its functional responsibilities, public hearings were held not only in Vancouver, but also in the communities of Mount Currie, Whistler, Kamloops, Kelowna, Rossland, Cranbrook and Fort St. John, Alkali Lake, Powell River, Courtenay/Comox, Nanaimo and Victoria.

As at December 31, 1984, the Commission comprised the Chairman, Deputy Chairman, one full-time Commissioner and five (5) part-time Commissioners. Commission staff comprised twenty-eight (28) professional and support staff positions.

## GAS

During calendar year 1984 the single most significant item of workload for the Commission was the review of competitive Applications for Energy Project Certificates for the supply of natural gas to, and on, Vancouver Island. The Applications had been referred to the Commission for review, assessment and public hearing, pursuant to Section 19 (1) (a) of the Utilities Commission Act by the Honourable Stephen Rogers, Minister of Energy, Mines and Petroleum Resources and the Honourable Anthony J. Brummet, Minister of Environment. The Division of the Commission appointed for this hearing by Order-in-Council 861/83 were Marie Taylor, Chairman, Peter M.C. Freeman, D. Howard Hushion, and Norris Martin, Commissioners. On receipt of the Terms of Reference on July 22, 1983 the Commission immediately issued a Notice of Public Hearing which specified that the hearing be segmented into three phases, Marketing, To-Island Transmission and On-Island Transmission.

The Commission's review commenced with a pre-hearing conference on August 19, 1983 and the first day of public hearing was September 27, 1983. The hearing continued through 1983 and into 1984.

In March 1984, the Commission requested that the Minister propose to the Lieutenant Governor in Council that the Terms of Reference be amended to permit preparation of a report at the end of Phase II of the Vancouver Island hearing which would identify :

1. The Applicant best able to construct and operate the pipeline to the Island; and
2. The size of the federal capital contribution sufficient to eliminate any revenue deficiencies associated with the project.

On April 11, 1984 amended Terms of Reference were issued to allow for the early adjournment of the hearing.

During Phases I and II of the hearing, the Commission heard from 103 intervenors and conducted hearings in Vancouver, Victoria, Nanaimo, Courtenay/Comox, Powell River, Alkali Lake, Whistler and Mount Currie. The panel sat for 98 hearing days; 467 exhibits were filed at the hearing and the official transcript filled 17,861 pages. The final day of argument concluding the first two phases of the hearing was May 11, 1984.

The Commission's Report to the Lieutenant Governor in Council was issued June 22, 1984. The Report recommended the award of an Energy Project Certificate to British Columbia Hydro and Power Authority for transmission of natural gas to Vancouver Island and provided a calculation of the required capital contribution sufficient to eliminate any revenue deficiencies.

Outside of the review of the Vancouver Island Natural Gas Pipeline Project, the Commission had a steady workload of utility matters with its natural gas and propane utilities. No particularly large capital projects were constructed

by these utilities in 1984 but ongoing matters of revenue requirement, metric conversion and matters of complaint were dealt with. New construction by the petroleum-based utilities was largely sponsored by the federal government under the Distribution System Expansion Program (DSEP).

## ELECTRICITY

The major electrical undertaking of 1984 was the West Kootenay Power and Light Company, Limited rate hearing which, with other matters, examined the variability aspects of West Kootenay's incremental electric energy supply. West Kootenay, in addition to its own supply from four hydro-electric plants on the Kootenay River, purchases power from Cominco, B.C. Hydro, and other utilities in the Pacific Northwest region.

The Commission recognized that there were opportunities for the establishment of new small electric utility operations, and recently directed its staff to prepare a set of guidelines for potential applicants seeking utility status.

## PAY-TELEVISION

As mandated by the Provincial Government Orders-in-Council Nos. 193 and 194, issued February 1, 1982, this Commission continued its supervision of pay-television and closed-circuit cable undertakings used for the carriage of non-broadcast services for compensation. A total of 103 certificates covering those categories were approved by the Commission during the 1984 calendar year.

The Commission has been impressed by the wide range of proposals submitted to it within the context of this non-traditional regulatory assignment. The majority of the proposals represented the formation of small business ventures established to provide needed services in chiefly rural B.C. communities. On being granted certification, the operators of these new enterprises accepted the responsibility to provide quality services within a competitive market environment.

## FINANCIAL

Most of the utilities under Commission jurisdiction sought rate adjustments in 1984 and the Commission held public hearings with respect to the appropriate revenue requirements of West Kootenay Power and Light Company, Limited, Inland Natural Gas Co. Ltd., Columbia Natural Gas Limited and ICG (Plains-Western) Ltd., with hearings for other utilities to be set down for 1985.

B.C. Hydro requested a 6.5% increase and after consideration this was approved by the Commission effective April 15, 1984 on an interim basis subject to hearing, contingent on B.C. Hydro filing detailed material in support of its Application. Subsequently, on November 9, 1984, B.C. Hydro applied for this interim increase to be confirmed as permanent and requested a further permanent increase effective April 1, 1985. By Order dated December 3, 1984, the Commission ordered a distribution of B.C. Hydro material to interested parties and after 60 days it stated its intention to consider all representation and adopt an appropriate course of action.

The Commission adjudicated 23 Applications for the pass-through of costs beyond the effective control of utilities. These Applications, dealing with increased purchase costs of natural gas, electricity and propane, were processed in accordance with the judgment of the Commission without the need for public hearings.

A corporate reorganization involving ICG Utilities (Canada) Ltd., Vancouver Island Gas Company Ltd. and ICG Utilities (British Columbia) Ltd. was approved by the Commission.

The Commission adjudicated a complaint by Fording Coal Limited; a dispute between Westar Timber Ltd. and West Kootenay Power and Light Company, Limited; and dealt with amendments to financings for West Kootenay Power and Light Company, Limited, Inland Natural Gas Co. Ltd. and Columbia Natural Gas Limited.

The Commission continues to conduct financial and operations reviews and tariff audits on the utilities in its jurisdiction, the purpose being to monitor performance and to ensure adherence to Commission policy and accepted procedures.

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The success of the Commission's work as mandated by the Utilities Commission Act is directly attributable to the cooperation and interest of all those involved in the regulatory process.

## APPENDIX I

## REGULATED PUBLIC UTILITIES LOCATED IN BRITISH COLUMBIA

| UTILITY | HEAD OFFICE | SERVICE AREA |
|---|---|---|
| | **Crown-Owned Electric Utility** | |
| British Columbia Hydro and Power Authority | 970 Burrard Street<br>Vancouver, B.C.<br>V6Z 1Y3 | Province of B.C. (except areas served by the following utilities) |
| | **Municipally-Owned Electric Utilities*** | |
| City of Grand Forks | 406 S.E. 1st Avenue<br>Grand Forks, B.C.<br>V0H 1H0 | Grand Forks, B.C. |
| City of Kelowna | 1435 Water Street<br>Kelowna, B.C.<br>V1Y 1J4 | Kelowna area, B.C. |
| City of Nelson | 502 Vernon Street<br>Nelson, B.C.<br>V1L 4E8 | Nelson area, B.C. |
| City of New Westminster | 511 Royal Avenue<br>New Westminster, B.C.<br>V3L 1H9 | New Westminster, B.C. |
| City of Penticton | 171 Main Street<br>Penticton, B.C.<br>V2A 5A9 | Penticton area, B.C. |
| District of Summerland | Box 159<br>Summerland, B.C.<br>V0H 1Z0 | Garnet Valley, B.C. |

* Only service outside Municipal Boundaries is subject to regulation by the British Columbia Utilities Commission.

## Investor-Owned Electric Utilities

| | | |
|---|---|---|
| Edaltho Enterprises Ltd.[1] | Eastgate Service<br>Manning Park, B.C. | Manning Park, B.C. |
| Hemlock Valley Electrical Services Limited | c/o Box 17<br>200 Granville Street<br>Vancouver, B.C.<br>V6C 1S4 | Hemlock Valley, B.C. |
| Princeton Light and Power Company, Limited | Box 700<br>Princeton, B.C. | Princeton area, B.C. |
| West Kootenay Power and Light Company, Limited | Waneta Plaza<br>8100 Rock Island Highway<br>Trail, B.C.<br>V1R 4N7 | West Kootenays, and Okanagan areas of B.C. |
| Yukon Electric Co. Ltd. | c/o Canadian Utilities Limited<br>10040-104th Street<br>Edmonton, Alberta<br>T5J 2V6 | Lower Post, B.C. |

## Crown-Owned Gas Utility

| | | |
|---|---|---|
| British Columbia Hydro and Power Authority | 970 Burrard Street<br>Vancouver, B.C.<br>V6Z 1Y3 | Lower Mainland area and Victoria, B.C. |

## Investor-Owned Natural Gas Utilities

| | | |
|---|---|---|
| Columbia Natural Gas Limited | 23rd Floor<br>1066 West Hastings Street<br>Vancouver, B.C.<br>V6E 3G3 | East Kootenays, B.C. |
| Fort Nelson Gas Ltd. | 1304 Sun Tower Building<br>100 West Pender Street<br>Vancouver, B.C.<br>V6B 1R8 | Fort Nelson area, B.C. |

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1 Authorized to discontinue service as a Public Utility effective February 8, 1984.

## Investor-Owned Natural Gas Utilities (Cont'd)

| | | |
|---|---|---|
| ICG Utilities (British Columbia) Ltd. | No. 1<br>256 Wallace Street<br>Nanaimo, B.C.<br>V9R 5B3 | Fort St. John area, B.C. |
| Inland Natural Gas Co. Ltd. | P.O. Box 12503<br>1066 West Hastings Street<br>Vancouver, B.C.<br>V6E 3G3 | Okanagan, Central and Northern Interior, B.C. |
| Northland Utilities (B.C.) Limited | 10035-105th Street<br>Edmonton, Alberta<br>T5J 2S3 | Dawson Creek, Rolla and Pouce Coupe, B.C. |
| Pacific Northern Gas Ltd. | Suite 1400<br>1185 West Georgia Street<br>Vancouver, B.C.<br>V6E 4E6 | Summit Lake to Prince Rupert and Kitimat, B.C. |

## Investor-Owned Propane Gas Utilities

| | | |
|---|---|---|
| Cigas Products Ltd. | 715-5th Avenue S.W.<br>Calgary, Alberta<br>T2P 2X8 | Granisle, B.C. |
| ICG Utilities (British Columbia) Ltd. | No. 1<br>256 Wallace Street<br>Nanaimo, B.C.<br>V9R 5B3 | Port Alice, B.C. |
| Squamish Gas Co. Ltd. | 715-5th Avenue S.W.<br>Calgary, Alberta<br>T2P 2X8 | Squamish area, B.C. |
| Sunshine Valley Utilities Ltd. | #202-283 East 11th Avenue<br>Vancouver, B.C.<br>V5T 2C4 | Area 14 miles southeast of Hope, B.C. |

## Investor-Owned Propane/Butane Gas Utility

| | | |
|---|---|---|
| Vancouver Island Gas Company Ltd. | No. 1<br>256 Wallace Street<br>Nanaimo, B.C.<br>V9R 5B3 | Nanaimo, B.C. |

## Investor-Owned Steam Heat Utility

| | | |
|---|---|---|
| Central Heat Distribution Limited | 720 Beatty Street<br>Vancouver, B.C.<br>V6B 2M1 | Vancouver, B.C. |

## Municipally-Owned Telephone Utility*

| | | |
|---|---|---|
| City of Prince Rupert | 424 West 3rd Avenue<br>Prince Rupert, B.C.<br>V8J 1L7 | Prince Rupert<br>area, B.C. |

* Only service outside Municipal Boundaries is subject to regulation by the British Columbia Utilities Commission.

## APPENDIX II

## APPLICATIONS HEARD AND DECISIONS ISSUED IN 1984

**ICG Utilities ( Plains-Western ) Ltd.**
**February 10, 1984**

On January 25 and 26, 1984 a public hearing was held at Fort St. John, B.C. to hear the November 30, 1983 Application by ICG Utilities (Plains-Western) Ltd. ("Plains-Western") as amended December 16, 1983 and January 9, 1984.

By Commission Order No. G-88-83 the Commission had authorized interim increases effective January 1, 1984 of 17.8 cents/Mcf, applicable to Residential and Commercial and Industrial customers ; and of 24.4 cents/Mcf applicable to Special Contract customers. A further Commission Order No. G-6-84 amended the Special Contract interim increase from 24.4 cents/Mcf to 17.8 cents/Mcf.

The Commission issued a Decision on December 5, 1983 arising from the hearing of an earlier Application and the Company subsequently declared that Plains-Western required a further increase in revenue requirements. A further increase of 2.6 cents/Mcf in customer rates was therefore requested to become effective February 1, 1984.

The Application was predicated on the "value of service" concept rather than "cost of service" and was drawn to include the provision of propane service at Port Alice, B.C. and natural gas service at Fort St. John, B.C. As a result, the Applicant proposed that a revenue deficiency arising from the Port Alice operations will be recovered through the customers served at Fort St. John.

The Commission, after considering all the evidence adduced at the hearing, determined as follows as per Commission Order No. G-9-84 :

1. The integration of the Port Alice operations into those of Fort St. John is not acceptable at the present time.

2. The Commission will accept for filing, effective on and after January 1, 1984 amended Tariff Rate Schedules which will permit the Fort St. John operations to generate annual gross revenue of $6.8 million, and further requires that the General Service Tariff Rate Schedule be revised to include three rate blocks to assist in the mitigation of a problem which resulted in the General Service customers paying rates substantially in excess of the cost of providing service.

3. Any refunds to customers are to include interest calculated at the prime rate of the bank with which Plains-Western conducts business.

4. The Rate Base for the Test Year ending December 31, 1984 is approximately $5,900,000.

5. The total allowed revenue requirement of approximately $6.8 million will allow Plains-Western the opportunity to earn a rate of return on common equity of 15.5%.

**West Kootenay Power and Light Company, Limited**
**July 5, 1984**

On February 14 through 24 and March 5 through 15, a public hearing was held at Rossland, B.C. and Kelowna, B.C. respectively, to hear the August 22, 1983 Application by West Kootenay Power and Light Company, Limited ("WKPL", the "Applicant", the "Company") as amended October 3, 1983, January 9, 1984, February 13, 1984 and February 15, 1984.

The original Application of August 22, 1983 proposed the amendment of filed Rate Schedules providing for an increase of approximately 5%. On October 3, 1983 the Company amended the Application raising the increase to approximately 7.3%. This was granted by Commission Order No. G-85-83 dated November 28, 1983 to be effective January 1, 1984, on an interim refundable basis, pending the outcome of a hearing of the Application.

On January 9, 1984, prior to the hearing, the Application was further amended to an 8.8% increase to reflect a revised load forecast, but before the commencement of the hearing the Applicant reduced the overall increase to 8.1%, and later during the hearing requested a reduction to 7.5%. These adjustments reflected, inter alia, the cost of power purchased from B.C. Hydro.

By Commission Order No. G-95-83 the Commission approved on an interim basis, the "Ad Hoc" Agreement to purchase electric power, on a firm basis 605 GWh from Cominco, and 76 GWh from B.C. Hydro, pursuant to Schedule 3807.

The Commission, after considering all the evidence adduced at the hearing, determined as follows, as per Commission Order No. G-37-84 :

1. The Applicant is granted a permanent increase in customer rates of approximately 3.71% effective as of January 1, 1984 and, since this increase is less than that granted on an interim refundable basis pursuant to Commission Order No. G-85-83, a refund of approximately 3.59% plus appropriate interest is ordered with regard to consumption in the period January 1, 1984 to July 31, 1984. The refund is approximately 50% of the interim increase granted.

2. In order to reflect the change in method of accounting for income tax and the above change, permanent rates are approved for all consumption on and after August 1, 1984, which are approximately 8.53% lower than those in effect on an interim basis on January 1, 1984.

3. The Rate Base and Revenue Requirement for the Test Year ended December 31, 1984 are as set out in Schedules contained in the Decision.

4. WKPL is to amend its method of accounting for income taxes from "normalized" to "flow-through" effective August 1, 1984, and the balance of deferred income taxes recorded in its books as at July 31, 1984 will remain and be included in the capital structure as zero cost capital.

5. The Commission will accept for filing effective August 1, 1984, subject to timely filing, amended Tariff Rate Schedules to reflect a reduction of approximately 8.5% from those customers rates in effect on an interim basis on January 1, 1984 arising from the implementation of the "flow-through" method of accounting for income tax and other matters noted in the Decision. A reconciliation schedule is required to be filed concurrently.

6. WKPL will comply with the several directions incorporated in the Commission Decision and specific attention is to be given to the following :

   (a) the matter of spillage in the formula which determines the cost of power purchased by WKPL from Cominco to be reported on to the Commission not later than 90 days from the date of the Commisson Decision ;

   (b) WKPL to pay to Mr. R.J. Gathercole, representing the Consumers' Association of Canada (B.C. Branch) et al, the sum of $13,473.67 being the costs of their intervention in the proceeding.

**West Kootenay Power and Light Company, Limited**
**October 5, 1984**

On September 20, 1983 for a period of 17 days, a public hearing was held at Rossland, B.C. with argument on December 8 and 9, 1983 at Kelowna, B.C. to hear the July 15, 1983 Application by West Kootenay Power and Light Company, Limited ("WKPL").

The Application sought Commission approval of a phased programme of Rate Design changes including "Postage Stamp Rate" for the WKPL service area ; a reduction in the number of filed rates ; and approval of standard "Terms and Conditions" applicable to customers served under the Company's tariff.

The Commission, after considering all the evidence adduced at the hearing, determined as follows, as per Commission Order No. G- 57-84 :

1. The Applicant's proposed changes to Rate Schedules (except Schedule 60) are rejected.

2. The Commission will accept for filing, subject to timely filing, the Applicant's proposal to close Rate Schedule 60 (Irrigation and Drainage - Less than 10HP - All Areas) to new customers.

3. The Commission will accept for filing the Terms and Conditions proposed by the Applicant except as modified in the following categories :

   - Extension Policy
   - Service Connection Charges
   - Guarantee and Security Deposits
   - Late Payment Penalty
   - Street Lighting

**Columbia Natural Gas Limited**
**November 21, 1984**

In the period September 25 through 28 and October 2 through 4, 1984, a public hearing was held in Cranbrook and Vancouver respectively, to hear a June 14, 1984 Application by Columbia Natural Gas Limited ("Columbia") as amended, August 3, 1984 ; and for corresponding amendments to its filed Schedule of Rates.

By Commission Order No. G-33-84 dated June 26, 1984 the Commission had authorized an interim increase of 2.19%, subject to refund after hearing, to become effective on July 1, 1984. This increase permitted Columbia to offset estimated increased costs and the opportunity to earn a 16.75% rate of return on Common Equity, up from the existing approved rate of 15.75%. By the same Order the Commission set down both Applications for public hearing. Subsequently, the following events occurred :

1. Order No. G-36-84 dated July 11, 1984 approved the issue by Columbia of a five-year Floating Charge Debenture to Inland Natural Gas Co. Ltd. (Columbia's parent company) in the amount of $4 million bearing interest at a rate of 14 3/8% plus cost of issue. This is the same rate as achieved by Inland in its recent public offering, adjusted to reflect issue costs.

2. Order No. G-49-84 dated July 27, 1984, approved a pass-through cost of gas increase of 0.21¢ per billing unit as a result of a 0.803¢ per gigajoule increase in the cost of Alberta natural gas and a 0.85¢ per billing unit increase in British Columbia natural gas. The large industrial tariffs are a two-part rate comprising the cost of gas purchased by Columbia plus the cost of service, and are automatically adjusted.

3. On August 3, 1984, Columbia filed a revised Application seeking additional relief of approximately $113,000, for a total increase of 2.50% over existing firm rates.

4. On June 20, 1984, Fording Coal Limited, a large industrial customer of the Applicant, filed a complaint under Sections 64 and 82 of the Act alleging that the Columbia rates to Fording Coal Limited were unjust, unreasonable and unduly discriminatory. By letter dated August 3, 1984 the Commission advised the Applicant and other interested parties that this complaint would be considered after the hearing of the Columbia Application for permanent rate relief.

5. On June 26, 1984, Crestbrook Forest Industries Ltd. ("Crestbrook") advised the Commission that it opposed the interim increase pursuant to Section 86 of the Act and in the alternative if the interim increase were granted asked that it be set aside under Section 106 (3) of the Act. This application was denied.

6. On August 31, 1984 Crestbrook sought Leave to Appeal from the Court of Appeal of British Columbia on September 19, 1984. This was denied.

7. On October 4, 1984, in response to a "Motion" by Crestbrook, the Commission heard argument as to whether or not the interim should be set aside.

The Commission after due consideration of all the evidence adduced at the hearing determined as follows, as per Commission Order No. G-73-84 :

1. The Rate Base and Revenue Requirement of Columbia for the Test Year ending June 30, 1985 are as set out in Schedules contained in the Decision.

2. Columbia is to proceed with refunds to its customers of record in the period July 1, 1984 through November 30, 1984, as specified in the Decision of the Commission. Such refunds are to include interest calculated as specified in Order No. G-33-84.

3. The Commission will accept, subject to timely filing, amended Tariff Rate Schedules effective December 1, 1984, to reflect a reduction of 0.237¢ per billing unit from those customer rates (excluding Schedule 1 Rates) in effect on an interim basis from July 1, 1984 in accordance with the Decision. A reconciliation schedule is required to be filed concurrently.

**Complaint By Fording Coal Limited**
**November 30, 1984**

The complaint by Fording Coal Limited ("Fording"), an industrial customer of Columbia Natural Gas Limited ("Columbia") was made pursuant to Section 64 of the Utilities Commission Act on June 20, 1984. The complaint alleged that the rates it was charged were unjust, unreasonable and unduly discriminatory and sought a reduced rate, more in line with rates Columbia charged its other industrial customers.

The complaint was heard during the public hearing of Columbia's Application for rate relief which commenced in Cranbrook, B.C. on September 25, 1984.

During the hearing the Fording complaint was further refined to a comparison with rates paid under the Westar Mining Ltd. (Greenhills) contract citing discrimination and requesting compensation related to the differential between the two rates.

The Fording complaint revolved around the issue of whether or not it was unduly discriminatory to Fording that Greenhills had the advantage of a substantially lower price for gas delivered by the same lateral of the Columbia system ; with the central issue being the price of gas.

The Commission determined that the issue in the complaint did not consitute undue discrimination, but rather that the Greenhills rate which was an interim rate, might be unduly preferential. The Commission therefore rejected Fording's complaint based on undue discrimination.

Commissioners Kilpatrick and Ludgate, in a majority Decision, ordered that Columbia must prepare and file, prior to January 31, 1985 cost of service data which will allow the Commission to determine whether the rate Columbia charges to Greenhills is insufficient within the meaning of the Act.

A dissenting opinion by Deputy Chairman Newlands concluded that the Fording rate was appropriate and that the interim rate charged to Greenhills was unduly preferential.

**West Kootenay Power and Light Company, Limited and B.C. Timber Ltd.**
**December 19, 1984**

In the Commission Decision of September 1982 following the hearing of an Application by West Kootenay Power and Light Company, Limited ("WKPL") issues included matters involving a dispute between WKPL and B.C. Timber Ltd. ("B.C. Timber") over certain provisions of a proposed Power Supply Agreement.

WKPL had assumed the rights and obligations of Cominco Ltd. ("Cominco") in a power supply agreement between Cominco and B.C. Timber. In taking over the agreement WKPL had removed a "force majeure" provision which had existed in the Cominco/B.C. Timber agreement. The Commission Decision of September 1982 directed that the "force majeure" provision be restored, with certain modifications described in the Decision, and the entire matter was to be reviewed at a "forthcoming rate design hearing".

The matters in dispute were duly heard as part of the Rate Design Hearing. The Commission, however, in the October 5, 1984 Decision which followed, concluded that the issues involved in "force majeure" were sufficiently distinct from those of Rate Design to warrant a separate Decision.

The issues to be resolved between the parties to the proposed agreement were as follows :

1. The inclusion, and terms of, a "force majeure" provision,
2. Termination provisions, and
3. The application of the general terms and conditions of the WKPL tariff where the proposed agreement fails to make specific provision.

The Commission considered the matters in dispute and determined as follows, as per Commission Order No. G-81-84 :

1. "Force majeure" provisions are to be included in the Agreement between West Kootenay Power and Light Company, Limited and B.C. Timber Ltd. Such provisions shall be equivalent to those contained in the existing agreement approved by a Decision of the Commission dated September 10, 1982.

2. WKPL must extend such "force majeure" conditions, in principle, to all industrial customers.

3. A two-year termination notice shall be incorporated into the said Agreement, subject to modification under the conditions described in the Decision.

4. The general terms and conditions which apply to the provision of service shall be those set forth in the said Agreement.

## APPENDIX III

## COMMISSION ORDERS ISSUED IN 1984

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
|---|---|---|---|
| G-1-84 | January 3 | January 3 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY<br><br>Ordered B.C. Hydro to pay to the Minister of Finance of the Province of British Columbia, Commission costs of $55,618 associated with the conduct of a public hearing of B.C. Hydro's application for Rate Relief. |
| G-2-84 | January 9 | January 1 | ICG UTILITIES (PLAINS-WESTERN) LTD.<br><br>Approved effective January 1, 1984 the sale of Plains-Western's natural gas utilities operations in the City of Fort St. John, B.C. and surrounding areas to ICG Utilities (British Columbia) Ltd. subject to the Applicant receiving the appropriate approvals all as further set forth in the December 7, 1983 Purchase and Sale Agreement. |
| G-3-84 | January 9 | January 9 | ICG UTILITIES (BRITISH COLUMBIA) LTD.<br><br>Ordered ICG Utilities (British Columbia) Ltd. ("B.C."), subject to Order No. G-2-84 to create and issue to ICG Utilities (Plains-Western) Ltd. Class A Preference Shares to the value of the natural gas utility operations of Plains-Western in British Columbia and that the Class A Preference Shares issued herein shall be redeemed by B.C. within three months of the date of issue in accordance with the Terms described in the Purchase and Sale Agreement of December 7, 1983. |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
|---|---|---|---|
| G-4-84 | January 19 | January 1 | THE CORPORATION OF THE CITY OF NELSON<br><br>Accepted for filing effective January 1, 1984 an amendment to the utility regulatory By-Law No. 2058, 1984:<br><br>Section 1(a) [Schedules A-3; B-4; C-4; C-6];<br><br>Section 2(a) [Schedules A-3; B-4; C-4; C-6];<br><br>Section 3(a) [Schedule G-4] pertaining to Electric Service outside the city limits, to enable recovery of costs of purchased power beyond the control of the City as follows:<br><br>1. A 7.30% interim refundable increase in filed tariff rates.<br><br>2. A 0.53 cent/kWh rate increase arising from increase in water rental fees. |
| G-5-84 | January 19 | January 1 | PRINCETON LIGHT AND POWER COMPANY, LIMITED<br><br>Accepted for filing effective January 1, 1984 amended Tariff Rate Schedules to enable recovery of the increased costs of purchased power beyond the control of the Utility as follows:<br><br>1. Interim refundable 0.1683 cent/kWh.<br><br>2. Permanent 0.0610 cent/kWh. |
| G-6-84 | January 24 | January 1 | ICG UTILITIES (PLAINS-WESTERN) LTD.<br><br>Approved variance of Order No. G-88-83 to reflect interim increases in rates effective January 1, 1984, of 17.8 cents per Mcf applicable to customers served by General Service, Industrial Service, and Special Contract. |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
|---|---|---|---|
| G-7-84 | January 31 | February 1 | CENTRAL HEAT DISTRIBUTION LIMITED<br><br>Approved the Schedule of Rates proposed by Central Heat under Tab 2 of their Application dated December 28, 1983, embodying an increase of approximately 6.0% effective February 1, 1984. |
| G-8-84 | February 8 | February 1 | INLAND NATURAL GAS CO. LTD.<br><br>Approved amendments to the Tariff Rate Schedules embodying a net decrease of 0.04 cents per Billing Unit to reflect an approximate increase of 16.0 cents/Mcf in the cost of natural gas purchased, together with a 15.0 cents/gigajoule decrease in Federal Excise Tax effective with consumption on and after February 1, 1984. |
| G-9-84 | February 10 | January 1 | ICG UTILITIES (PLAINS-WESTERN) LTD.<br><br>Concurrent with a Commission Decision issued subsequent to a public hearing orders as follows:<br><br>1. Commission will accept for filing effective with consumption on or after January 1, 1984 amended Tariff Schedules to generate annual gross revenue requirement of $6.8 million.<br><br>2. Rate Base for the test year ending December 31, 1984 is approximately $5,900,000.<br><br>3. Total Revenue Requirement for test year is approximately $6,800,000 and will allow Plains-Western an opportunity to earn a rate of return on common share equity of 15.5%. |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
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| G-10-84 | February 10 | March 1 | COLUMBIA NATURAL GAS LIMITED<br><br>Accepted for filing effective March 1, 1984 Columbia's filed tariff BCUC No. 1 containing appropriate conversions from imperial measurement to metric measurement. |
| G-11-84 | February 11 | February 8 | EDALTHO ENTERPRISES LTD.<br><br>Authorized Edaltho Enterprises Ltd to discontinue operation as an electrical utility effective February 8, 1984, discontinuing the provision of Electrical Services to Gateway Lodge which will provide its electricity requirement through its own diesel generating equipment. |
| G-12-84 | February 8 | February 1 | COLUMBIA NATURAL GAS LIMITED<br><br>Approved amendments to Tariff Rate Schedules embodying a firm increase of 0.4 cent/Mcf effective February 1, 1984 applicable to Rate Schedules I, II, III and IV to reflect:<br><br>1. An increase of 15.635 cents/gigajoule in the cost of Alberta natural gas purchased.<br><br>2. A decrease of 0.4 cent/Mcf in the cost of natural gas purchased from Inland Natural Gas Co. Ltd.<br><br>3. A decrease of 15.0 cents/gigajoule in Federal Excise Tax applicable to purchased natural gas. |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
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| G-13-84 | February 17 | February 1 | NORTHLAND UTILITIES (B.C.) LIMITED<br><br>Approved amendments to Tariff Rate Schedules embodying a net decrease of 0.9 cent/gigajoule effective February 1, 1984 to reflect:<br><br>1. An increase of approximately 16.0 cents/Mcf in the cost of natural gas purchased from Peace River Transmission Co. Ltd.<br><br>2. A 15.0 cents/gigajoule decrease in Federal Excise Tax applicable to purchased natural gas. |
| G-14-84 | February 17 | February 1 | PACIFIC NORTHERN GAS LTD.<br><br>Approved amendment to Tariff Rate Schedules embodying a net decrease of 0.6 cent/Mcf applicable to Rate Schedules 1, 2, 4, 5 and Small Industries; and a net decrease of 0.68 cent/Mcf applicable to Large Industrials effective February 1, 1984 to reflect:<br><br>1. An increase of approximately 15.9 cents/Mcf in the cost of natural gas purchased from Westcoast Transmission Company Limited.<br><br>2. A 15.0 cents/gigajoule decrease in Federal Excise Tax applicable to purchased natural gas. |
| G-15-84 | February 21 | February 21 | WEST KOOTENAY POWER AND LIGHT COMPANY, LIMITED<br><br>Approved effective February 21, 1984 amendments to current arrangements pertaining to Bank borrowings from: |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
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| G-15-84 | February 21 | February 21 | WEST KOOTENAY POWER AND LIGHT COMPANY, LIMITED (cont'd)<br><br>1. A $17 million non-revolving term loan;<br>2. A $6 million demand loan (both with the Bank of Montreal)<br><br>to:<br><br>1. Revolving term loan line of credit with Bank of Montreal, $10 million with Barclay's Bank of Canada, $10 million.<br><br>2. Demand Loan with Bank of Montreal $6 million. |
| G-16-84 | March 15 | March 1 | COLUMBIA NATURAL GAS LIMITED<br><br>Accepted for filing Tariff Supplements containing appropriate conversions from Imperial measurement to Metric measurement effective March 1, 1984 to provide continuity after December 31, 1983, as follows:<br><br>1. Cominco Ltd. Contract - First Revision of Paragraph 3.<br><br>2. Crestbrook Pulp and Paper Limited Contract - First Revision of Paragraph 7.<br><br>3. Westar Mining Ltd. Contract - First Revision of Paragraph 7.<br><br>4. Westar Mining Ltd. Contract - First Revision of Page 4. |
| G-17-84 | March 16 | March 1 | PACIFIC NORTHERN GAS LTD.<br><br>Approved amendments effective March 1, 1984 to the August 1, 1981 Gas Sales Contract between Pacific Northern Gas Ltd. and British Columbia Petroleum Corporation. |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
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| G-18-84 | March 30 | April 15 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY<br><br>Approved interim increase in Electric Tariff Rate Schedules and accepted for filing new schedules of rates for Electric Service incorporating an increase of 6.50% effective April 15, 1984. |
| G-19-84 | April 4 | April 4 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY<br><br>Variance to Order No. G-96-83 cancelling request for payment of $72,631.50 and substituting the amount of $253,030.00 being the appropriate share of costs to March 30, 1984 incidental to the conduct of a public hearing to construct and operate a natural gas pipeline to Vancouver Island. |
| G-20-84 | April 4 | April 4 | WESTCOAST TRANSMISSION COMPANY LIMITED<br><br>Variance to Order No. G-98-83 cancelling request for payment of $72,631.50 and substituting the amount of $253,030.00 being the appropriate share of costs to March 30, 1984 incidental to the conduct of a public hearing to construct and operate a natural gas pipeline to Vancouver Island. |
| G-21-84 | April 4 | April 4 | ICG ISLAND TRANSMISSION LTD.<br><br>Variance to Order No. G-99-83 cancelling request for payment of $67,169.00 and substituting the amount of $70,525.00 being the appropriate share of costs to March 30, 1984 incidental to the conduct of a public hearing to construct and operate a natural gas pipeline to Vancouver Island. |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
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| G-22-84 | April 4 | April 4 | INLAND NATURAL GAS CO. LTD.<br><br>Variance to Order No. G-99-83 cancellin request for payment of $67,369.00 and substituting the amount of $70,525.00 being the appropriate share of costs to March 30, 1984 incidental to the conduc of a public hearing to construct and operate a natural gas pipeline to Vancouver Island. |
| G-23-84 | April 5 | April 5 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY<br><br>Ordered a pre-hearing conference commencing at 9:30 a.m., Thursday, May 1984 pertaining to a hearing requested by West Kootenay Power and Light Company, Limited to determine just, reasonable and sufficient rates for the supply of power and Wheeling services b B.C. Hydro to WKPL. |
| G-24-84 | April 4 | April 4 | PACIFIC NORTHERN GAS LTD.<br><br>Accepted for filing, effective immediately, amendments to PNG's filed Tariff BCUC No. 2 to certain Terms and Conditions therein. |
| G-25-84 | April 12 | April 12 | ICG UTILITIES (PLAINS-WESTERN) LTD.<br><br>Accepted for filing, effective immediately, amendments to the Terms an Conditions contained in its filed Gas Tariff BCUC No. 1 - First Revision of Page 7. |
| G-26-84 | April 12 | April 12 | VANCOUVER ISLAND GAS COMPANY LTD.<br><br>Approved, effective immediately, the issue and sale of 3,600,000 Treasury Common Shares, at a price of 25¢ per share, by Vancouver Island Gas Company Ltd. to Fort St. John Petroleums Ltd. |

| ORDER NO. | DATE ISSUED | EFFECTIVE | UTILITY |
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| G-27-84 | May 3 | May 3 | WEST KOOTENAY POWER AND LIGHT COMPANY, LIMITED<br><br>Approved, effective immediately, amendment to the current arrangements pertaining to Bank borrowings as stated in WKPL May 2, 1984 letter the request of the Directors of WKPL that they be consulted prior to any foreign currency borrowing without exchange protection.<br><br>1. Revolving Term Loan line of credit: (i) with Bank of Montreal, $10 million; (ii) with Barclay's Bank of Canada, $10 million (each subject to expiry at January 2, 1988).<br><br>2. Demand Loan with Bank of Montreal, $6 million, subject to expiry at January 2, 1985. |
| G-28-84 | May 3 | April 15 | HEMLOCK VALLEY ELECTRICAL SERVICES LTD.<br><br>Accepted for filing effective April 15, 1984 amended Tariff Rate Schedules incorporating an increment of 0.35 cent/kWh appropriate to enable recovery of the increased cost of purchased power. |
| G-29-84 | May 22 | May 22 | INLAND NATURAL GAS CO. LTD.<br><br>Ordered that Clause 2 of Order No. G-48-82 be deleted effective May 22, 1984 in response to a letter from Inland dated March 23, 1984 advising that Trans Mountain Pipe Line Company Ltd. had announced discontinuance of all legal actions against Trans Mountain and its wholly-owned subsidiaries, Trans Mountain Holding Ltd., Denton Investments Ltd., and 108195 Canada Limited by F.J. Anderson and his companies. |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
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| G-30-84 | May 23 | May 23 | PACIFIC NORTHERN GAS LTD.<br><br>Accepted for filing, effective immediately, Gas Tariff Supplement No. 1 amendments involving name change of the customer specified, from B.C. Timber Ltd. to Westar Timber Ltd. |
| G-31-84 | May 23 | May 23 | INLAND NATURAL GAS CO. LTD.<br><br>Accepted for filing an amendment to the General Terms and Conditions section of its filed Gas Tariff allowing Inland to introduce to qualifying Residential Service customers the availability of an incentive payment of $100 to assist in the conversion of water heating appliances to natural gas. |
| G-32-84 | June 14 | June 14 | CORPORATION OF THE CITY OF NELSON<br><br>Accepted for filing effective immediately Electrical Utility Regulatory Amendment By-Law No. 2086, 1984 proposing a budget plan, available to all qualifying Electric Service customers served by the City of Nelson. |
| G-33-84 | June 22 | July 1 | COLUMBIA NATURAL GAS LIMITED<br><br>Approved a 2.19% interim rate increase to become effective July 1, 1984. A public hearing to be held at the Inn of the South, 803 Cranbrook Street, Cranbrook, B.C. commencing September 25, 1984 at 10:00 a.m. |
| G-34-84 | June 28 | July 1 | INLAND NATURAL GAS CO. LTD.<br><br>Approved a 2.06% interim increase to become effective July 1, 1984, covering the rates to be charged for natural gas service. |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
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| G-35-84 | July 5 | July 5 | INLAND NATURAL GAS CO. LTD.<br><br>Approved the issuance of Unsecured Debentures, Series C to mature July 15, 1989 in the total amount of $25,000,000 subject to a rate of 14-3/8%, with a July 11, 1984 closing date for the issue. |
| G-36-84 | July 9 | July 9 | COLUMBIA NATURAL GAS LIMITED<br><br>Approved the issuance of a Floating Charge Debenture to mature July 15, 1989 in the total amount of $4,000,000 subject to a rate of 14-3/8% plus cost of issue for Columbia, together with a pro-rata share of Inland's cost of issue related to its issue of $25,000,000 Unsecured Debentures. |
| G-37-84 | July 5 | July 5 | WEST KOOTENAY POWER AND LIGHT COMPANY, LIMITED<br><br>Ordered, pursuant to a public hearing at Rossland, February 14 through 24, 1984 and Kelowna, March 5 through 15, 1984:<br><br>1. The Rate Base and Revenue Requirement for test year ended December 31, 1984 are as set out in schedules contained in the Decision.<br><br>2. West Kootenay Power is to proceed with refunds to its customers of record in the period January 1, 1984 through July 31, 1984. Such refunds to include interest calculated as specified in Order No. G-85-83. |

| ORDER NO. | DATE ISSUED | EFFECTIVE | UTILITY |
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| G-37-84 | July 5 | July 5 | WEST KOOTENAY POWER AND LIGHT COMPANY, LIMITED (cont'd)<br><br>3. The Commission will accept for filing effective August 1, 1984, subject to timely filing, amended Tariff Rate Schedules to reflect a reduction of approximately 8.5% from those customer rates in effect on an interim basis on January 1, 1984 arising from the implementation of the "flow-through" method of accounting for income tax and other matters noted in the Decision issued concurrently with this Order. A reconciliation schedule is required to be filed concurrently. |
| G-38-84 | July 12 | July 12 | INLAND NATURAL GAS CO. LTD.<br><br>Ordered a public hearing of Inland's Application to amend Tariff Rate Schedules to be held at the Coast Canadian Inn, 339 St. Paul Street and Third Avenue, Kamloops, B.C. commencing October 22, 1984 at 10:00 a.m. |
| G-39-84 | July 20 | August 1 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY<br><br>Accepted for filing effective August 1, 1984 amendments to Tariff Rate Schedules embodying increases of approximately 9.0 cents/gigajoule applicable to gas service, sufficient to enable recovery of increased wholesale costs of natural gas purchased from Westcoast Transmission Company Limited, beyond the control of the utility. |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
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| G-40-84 | July 20 | August 1 | FORT NELSON GAS LTD.<br><br>Accepted for filing effective August 1, 1984 amendments to Tariff Rate Schedules embodying an increase of 9.1 cents/Mcf applicable to gas service, sufficient to enable recovery of increase in cost of natural gas purchased from its supplier, B.C. Hydro, beyond the control of the utility. |
| G-41-84 | July 20 | August 1 | NORTHLAND UTILITIES (B.C.) LIMITED<br><br>Accepted for filing effective August 1, 1984 amendments to Tariff Rate Schedules embodying net increases of 7.9 cents/gigajoule applicable to customers served by Northland's Dawson Creek Division and 8.6 cents/gigajoule applicable to customers served by Northland's Tumbler Ridge Division sufficient to enable recovery of increased cost of natural gas purchased from suppliers Peace River Transmission Company Limited and Westcoast Transmission Company Limited, beyond the control of the utility. |
| G-42-84 | July 20 | August 1 | PACIFIC NORTHERN GAS LTD.<br><br>Accepted for filing effective August 1, 1984 amendments to Tariff Rate Schedules embodying a net increase of approximately 9.5 cents/Mcf applicable to customers served under Tariff Supplements and 9.3 cents/Mcf applicable to all customers served under Tariff Rate Schedules sufficient to enable recovery of increased costs of natural gas purchased from Westcoast Transmission Company Limited, beyond the control of the utility. |

| ORDER NO. | DATE ISSUED | EFFECTIVE | UTILITY |
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| G-43-84 | July 20 | July 20 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY<br><br>Approved and accepted for filing amendments to Tariff Rate Schedule 1843 extending the terminal date from July 26 1984 to November 30, 1984. |
| G-44-84 | August 2 | | CORPORATION OF THE CITY OF NELSON<br><br>Accept for filing, subject to timely filing thereof, Utility Regulatory Amendment By-Law No. 2091, 1984 containing required rate reductions, pertaining to electric service outside the City Limits as follows:<br><br>Effective January 1, 1984<br><br>Schedules A-3; B-4; C-4; C-6<br><br>Effective August 1, 1984<br><br>Schedules A-3; B-4; C-4; C-6 and Schedule G-4. |
| G-45-84 | July 26 | August 1 | ICG UTILITIES (PLAINS-WESTERN) LTD.<br><br>Accepted for filing effective August 1, 1984 amendments to Tariff Rate Schedules embodying a net increase of approximatel 8.9 cents/Mcf applicable to all customer served, sufficient to enable recovery of increased cost of natural gas purchased from Westcoast Transmission Company Limited, beyond the control of the utility. |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
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| G-46-84 | July 26 | July 26 | FORT NELSON GAS LTD.<br><br>Accepted for filing immediately the following amendments to the filed Gas Tariff of Fort Nelson Gas Ltd.:<br><br>- First Revision of Index<br>- First Revision of Index (cont'd)<br>- Twelfth Revision of Sheet No. 2<br>- Twelfth Revision of Sheet No. 3<br>- Twelfth Revision of Sheet No. 4<br>- First Revision of Sheet No. 5<br>- First Revision of Sheet No. 16<br>- Original Sheet No. 17 |
| G-47-84 | July 26 | July 26 | INLAND NATURAL GAS CO. LTD.<br><br>Accepted for filing a service contract covering the provision of natural gas service to Pinette and Therrien Mills Ltd. at its wood-treating plant located in or near the Village of Ashcroft. Designated as Tariff Supplement No. 19 effective immediately. |
| G-48-84 | July 26 | August 1 | INLAND NATURAL GAS CO. LTD.<br><br>Will accept, subject to timely filing, effective August 1, 1984 amendments to Tariff Rate Schedules embodying a net increase of 0.85 cent/Billing Unit applicable to all Tariff Rate Schedules sufficient to enable recovery of increased cost of natural gas purchased, beyond the control of the utility. |
| G-49-84 | July 27 | August 1 | COLUMBIA NATURAL GAS LIMITED<br><br>Will accept, subject to timely filing, effective August 1, 1984 amendments to Tariff Rate Schedules embodying a firm increase of 0.21 cent/Billing Unit applicable to Rate Schedules I, II, III and IV, sufficient to enable recovery of increased cost of natural gas purchased, beyond the control of the utility. |

| ORDER NO. | DATE ISSUED | EFFECTIVE | UTILITY |
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| G-50-84 | July 26 | July 26 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY<br><br>Ordered that Clause 2 of Order No. G-18-84 is hereby amended by deleting September 4, 1984 and substituting therefore November 16, 1984 being sufficient time extension to file a fully-detailed application to support the 6.50% interim increase authorized effective April 15, 1984. |
| G-51-84 | August 31 | August 1 | PRINCETON LIGHT AND POWER COMPANY, LIMITED<br><br>Accepted for filing effective August 1, 1984, amended Tariff Rate Schedules incorporating decreases of approximately 0.037 cent/kWh appropriate to reflect the effect of a reduction in the cost of purchased power in accordance with Order No. G-37-84. Princeton Light to proceed with refunds to its customers of record in the period January 1, 1984 through July 31, 1984 which resulted from the rate reductions applicable to power purchased from West Kootenay Power during that period. |
| G-52-84 | August 31 | August 31 | INLAND NATURAL GAS CO. LTD.<br><br>Accepted for filing effective immediately, the following amendments to the Gas Tariff:<br><br>- Second Revision of Sheet No. 17<br>- First Revision of Sheet No. 20<br>- First Revision of Sheet No. 21<br>- First Revision of Sheet No. 22<br>- First Revision of Sheet No. 23<br>- First Revision of Sheet No. 26 |

| ORDER NO. | DATE ISSUED | EFFECTIVE | UTILITY |
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| G-53-84 | September 6 | September 6 | WEST KOOTENAY POWER AND LIGHT COMPANY, LIMITED<br><br>Approved the issue of Secured Debentures, Series C, to mature November 1, 1991 in the total amount of $10,000,000 bearing interest rate of 13.75% per annum with a closing date for the issue of September 26, 1984. |
| G-54-84 | September 6 | September 1 | SUNSHINE VALLEY UTILITIES LTD.<br><br>Accepted for filing, effective September 1, 1984, amended Tariff Rate Schedules incorporating increments of 17.0 cents/Ccf necessary to enable recovery of increase costs of liquid propane purchased beyond the control of the utility. |
| G-55-84 | September 7 | September 7 | INLAND NATURAL GAS CO. LTD.<br><br>Accepted for filing an Employee Share Option Plan. |
| G-56-84 | September 21 | September 21 | INLAND NATURAL GAS CO. LTD.<br><br>Accepted for filing an amendment to its Schedule 12 Service Agreement with Canada Cement Lafarge Ltd. to extend the term of the Service Agreement from November 1, 1984 to July 1, 1985, designated as Tariff Supplement No. 21. |
| G-57-84 | October 5 | October 5 | WEST KOOTENAY POWER AND LIGHT COMPANY, LIMITED<br><br>- Rejected proposed changes to Rate Schedules (except Schedule 60).<br><br>- Accepted for filing, subject to timely filing, proposal to close Rate Schedule 60 (Irrigation and Drainage - Less than 10HP - All Areas) to new customers. |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
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| G-57-84 | October 5 | October 5 | WEST KOOTENAY POWER AND LIGHT COMPANY, LIMITED (cont'd)<br><br>- Accepted for filing the Terms and Conditions proposed except as modified in the following categories:<br><br>1. Extension Policy<br>2. Service Connection Charges<br>3. Late Payment Penalty<br>4. Guarantee and Security Deposits<br>5. Street Lighting<br><br>Approved cost to be paid to Mr. R.J. Gathercole, representing the Consumers' Association of Canada (B.C. Branch). |
| G-58-84 | October 4 | October 4 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY<br><br>Accepted for filing effective immediately, Gas Tariff pages listed below amending the Terms and Conditions by substituting "Gigajoules" for "Billing Units":<br><br>Gas Tariff<br><br>First Revision of Index Page ii<br>First Revision of Index Page iii<br>First Revision of Page B-15 |
| G-59-84 | October 4 | October 4 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY<br><br>Accepted for filing effective immediately, amendments to following Tariff pages.<br><br>Electrical Tariff<br>Second Revision of Page B-25<br><br>Gas Tariff<br>Second Revision of Page B-15<br><br>This amends the Terms and Conditions by addition of a reference in compliance with Section 4 of the Canada Interest Act, but which does not affect charges to customers. |

| ORDER NO. | DATE ISSUED | EFFECTIVE | UTILITY |
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| G-60-84 | October 4 | October 4 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY<br><br>Accepted for filing effective immediately amendments to Index pages of its Electric Tariff:<br><br>- First Revision of Index Page ii<br>- Second Revision of Index Page iii<br>- Third Revision of Index Page iv<br>- Third Revision of Index Page v |
| G-61-84 | October 12 | October 12 | INLAND NATURAL GAS CO. LTD.<br><br>Accepted for filing effective immediately, amended Service Agreement, designated as Tariff Supplement No. 20, pertaining to the supply of natural gas at Dawson Construction Limited Asphalt Plant near Kamloops, B.C. |
| G-62-84 | October 12 | October 12 | INLAND NATURAL GAS CO. LTD.<br><br>Accepted amendment to the Employee Share Option Plan. The amendment has no impact on Inland's customer rates. |
| G-63-84 | October 12 | November 1 | VANCOUVER ISLAND GAS COMPANY LTD.<br><br>Accepted for filing effective November 1, 1984 the following Tariff Rate Schedules incorporating an increase of 5.27 cents/ 100 cubic feet. The result of increase cost of liquid propane purchased.<br><br>- Second Revision Page 20 - Schedule "A" Residential Service Rate<br><br>- Second Revision Page 21 - Schedule "B" Commercial Service Rate<br><br>- Second Revision Page 22 - Schedule "C" Special Range Rate, Nelson's Laundry<br><br>- Second Revision Page 23 - Schedule "C" Special Range Rate, B.C. Building Corp |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
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| G-64-84 | October 18 | November 1 | ICG UTILITIES (BRITISH COLUMBIA) LTD. |
| | | | Accepted for filing effective November 1 1984 amendments to the following Tariff Rate Schedules incorporating an increase of 5.61 cents/100 cubic feet, the result of increased costs of liquid propane purchased. |
| | | | - First Revision Page 20 - Schedule "A" Residential Service Rate |
| | | | - First Revision Page 21 - Schedule "B" Commercial Service Rate |
| G-65-84 | October 18 | October 18 | NORTHLAND UTILITIES (B.C.) LIMITED |
| | | | Accepted for filing effective immediately, amendments to Terms and Conditions of its Gas Tariff pertaining to the Rate of Interest payable on Cash Deposits held by the Company on behalf of certain utility customers; and revisions to charges applicable to reconnection charges. |
| G-66-85 | October 18 | October 18 | SQUAMISH GAS CO. LTD. |
| | | | Accepted for filing effective immediately, Tariff sheets contains amendments to "Security Deposits and Reconnection Charges" as follows : |
| | | | - Original Sheet No. 9A<br>- Original Sheet No. 9B<br>- First Revision of Original Sheet No. |
| G-67-84 | | | C A N C E L L E D |

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
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| G-68-84 | November 1 | November 1 | PACIFIC NORTHERN GAS LTD.<br><br>Accepted for filing effective immediately proposed Rate Schedule 6, "Seasonal Off-Peak Service" included in :<br><br>- Original Index No. 8<br>- Original Sheet No. 49<br>- Original Sheet No. 50 |
| G-69-84 | November 8 | November 8 | FORT NELSON GAS LTD.<br><br>Approved a 7.5% interim rate increase effective December 1, 1984.<br><br>Rejected a further 3.7% rate increase requested to become effective January 1, 1985.<br><br>Ordered a public hearing to be held at the Coachouse Inn, 4711 - 50th Avenue South, Fort Nelson, B.C. commencing on Tuesday, January 29, 1985 at 10:00 a.m. |
| G-70-84 | November 15 | December 31 | ICG UTILITIES (BRITISH COLUMBIA) LTD.<br><br>Approved application involving the issuance by ICG at the close of business on December 31, 1984 of a series of Promissory Notes to ICG Utilities Investments Ltd. as follows:<br><br>Amounts — Annual Interest Rates<br><br>Canadian Dollars<br><br>302,866 — 6.26%<br>248,404 — 8.85%<br>177,721 — 10.86%<br><br>U.S. Dollars<br><br>183,106 — 7.44%<br>181,759 — 10.53%<br><br>and |

| ORDER NO. | DATE ISSUED | EFFECTIVE | UTILITY |
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| G-70-84 | November 15 | December 31 | ICG UTILITIES (BRITISH COLUMBIA) LTD. |

the issuance by ICG of a Promissory Note to ICG Utilities (Canada) Ltd. in the amount of $3,075,000 (Canadian), bearing interest at the rate of 14.12% per annum; and the proposed issuance of shares by ICG to ICG Utilities Investments Ltd. involves the following:

| | |
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| 4,928 | 6.48% Preference Shares for the sum of $123,000 (Canadian) |
| 137,495 | Common Shares for the sum of $2,749,900 (Canadian). |

G-71-84 November 15 December 31 VANCOUVER ISLAND GAS COMPANY LTD.

Approved the following proposal:

1. Sale of 5,850,700 Common Shares of Vancouver Island Gas Company Ltd. at the close of business on December 31, 1984 to ICG Utilities (Canada) Ltd. in accordance with the Terms and Conditions set forth in a Purchase and Sale Agreement between Fort St. John Petroleum Ltd. and ICG Utilities (Canada) Ltd.

2. Proposed debt arrangements involving the issuance by Vigas of a Promissory Note to ICG Utilities (Canada) Ltd. in the amount of $2,020,000 bearing interest at the rate of 12.12% per annum.

3. Proposed issuance of 1,220,000 Common Shares by Vigas to ICG Utilities (Canada) Ltd.

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
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| G-72-84 | November 21 | November 21 | COLUMBIA NATURAL GAS LIMITED and CRESTBROOK FOREST INDUSTRIES LTD.<br><br>Denied Crestbrook's motion to set aside or modify the interim refundable increase of 2.19% to Columbia Natural Gas Limited granted by Order No. G-33-84. Decision to deny made after a public hearing in Cranbrook and Vancouver on September 25 through 28 and October 2 through 4, 1984 respectively. |
| G-73-84 | November 21 | November 21 | COLUMBIA NATURAL GAS LIMITED<br><br>Following public hearing held in Cranbrook and Vancouver on September 25 through 28, and October 2 through 4, 1984 respectively, ordered concurrently with Commission Decision dated November 21, 1984 the following:<br><br>1. The Rate Base and Revenue Requirement of Columbia for the test year ending June 30, 1985 are as set out in Schedules contained in the Decision.<br><br>2. Columbia is to proceed with refunds to its customers of record in the period July 1, 1984 through November 30, 1984, as specified in the Decision of the Commission. Such refunds are to include interest calculated as specified in Order No. G-33-84.<br><br>3. The Commission will accept, subject to timely filing, amended Tariff Rate Schedules effective December 1, 1984, to reflect a reduction of 0.237¢ per billing unit from those customer rates (excluding Schedule 1 Rates) in effect on an interim basis from July 1, 1984 in accordance with the Decision. A reconciliation schedule is required to be filed concurrently.<br><br>4. Columbia will comply with the directions incorporated in the Commission Decision. |

| ORDER NO. | DATE ISSUED | EFFECTIVE | UTILITY |
|---|---|---|---|
| G-74-84 | November 23 | November 23 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY<br><br>Accepted for filing effective immediately amendments to Electric Tariff Rate Schedules 1843, further extending the terminal date thereof from November 30, 1984 to July 31, 1985. |
| G-75-84 | November 23 | November 1 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY<br><br>Accepted for filing:<br><br>1. Electric Tariff Rate Schedule 3807 for the Winter of 1982/83, being the period November 1, 1982 through March 31, 1983 as follows:<br><br>Original Page C-56<br>Original Page C-57<br><br>2. Electric Tariff Rate Schedule 3807 for the Winter of 1984/85, being the period November 1, 1984 through March 31, 1985 is accepted for filing on an interim basis, subject to refund with interest calculated at the average prime rate of the principal bank with which B.C. Hydro conducts its business, as follows:<br><br>First Revision of Page C-56<br>First Revision of Page C-57. |
| G-76-84 | November 30 | November 30 | FORDING COAL LIMITED<br><br>Rejected complaint by Fording Coal Limited alleging that the rates charged by Columbia Natural Gas Limited were unjust, unreasonable and unduly discriminatory; and ordered that :<br><br>Columbia Natural Gas Limited shall prepare and file, prior to January 31, 1985 cost of service data which will allow the Commission to consider action under Section 64(1) of the Act to |

| ORDER NO. | DATE ISSUED | EFFECTIVE | UTILITY |
|---|---|---|---|
| G-76-84 | November 30 | November 30 | FORDING COAL LIMITED (cont'd) |
| | | | determine whether the rate charged by Columbia under the Westar Mining Ltd. (Greenhills) contract is insufficient within the meaning of the Act.<br><br>Columbia Natural Gas Limited shall prepare and file, prior to January 31, 1985 cost of service data which will allow the Commission to consider action under Section 64(1) of the Act to determine whether the rate charged by Columbia under the Westar Mining Ltd. (Greenhills) contract is insufficient within the meaning of the Act. |
| G-77-84 | | | C A N C E L L E D |
| G-78-84 | December 6 | Deceber 6 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY<br><br>Ordered B.C. Hydro to pay to the Minister of Finance of the Province of British Columbia, Commission costs associated with the conduct of the Phase II - To Island Transmission incidental to the conduct of a public hearing of applications for an Energy Certificate to construct and operate a Natural Gas Transmission Line to and on Vancouver Island in the amount of $128,934.00 |
| G-79-84 | December 6 | December 6 | WESTCOAST TRANSMISSION COMPANY LIMITED<br><br>Ordered Westcoast Transmission to pay to the Minister of Finance of the Province of British Columbia, Commission costs associated with the conduct of the Phase II - To Island Transmission incidental to the conduct of a public hearing of applications for an Energy Certificate to construct and operate a Natural Gas Transmission Line to and on Vancouver Island in the amount of $128,934.00 |

| ORDER NO. | DATE ISSUED | EFFECTIVE | UTILITY |
|---|---|---|---|
| G-80-84 | December 3 | December 3 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY |

B.C. Hydro applied November 9, 1984:

1. To amend its Electric Tariff Rate Schedules.

2. For an Order confirming those interi rates in effect pursuant to Commissio Order No. G-18-84.

3. For an Order approving a further 6.5 increase in Electric Service Rates effective April 1, 1985.

Commission ordered as follows:

1. B.C. Hydro will provide, as soon as possible, a copy of this Order to all parties to whom copies of the Application documents were directed to be sent or made available to, in compliance with the Commission's June 21, 1984 letter and will provide evidence thereof to the Commission Secretary.

2. Any interested persons who, after assessing the B.C. Hydro Applications, have concerns therewith, should provide written advice to the Commission Secretary. Such submissions should be received not later than Monday, February 4, 1985.

3. If additional information is required interested persons should provide written requests direct to B.C. Hydro with a copy to the Commission Secretary.

| ORDER NO. | DATE ISSUED | DATE EFFECTIVE | UTILITY |
|---|---|---|---|
| G-80-84 | December 3 | December 3 | BRITISH COLUMBIA HYDRO AND POWER AUTHORITY (cont'd) |
| | | | 4. At the conclusion of the 60-day period noted in clause 2 of this Order, the Commission will consider the representations received from the interested persons, together with any other relevant matters and will determine an appropriate course of action leading to expeditious disposition of the Applications. |
| | | | 5. B.C. Hydro is to advise the Commission as soon as possible whether or not it intends to seek an increase in its gas rates. |
| G-81-84 | December 19 | December 19 | WEST KOOTENAY POWER AND LIGHT COMPANY, LIMITED |
| | | | Certain contractual matters in dispute between West Kootenay Power and Light Company, Limited and B.C. Timber Ltd. (now Westar Timber Ltd.) were heard in a public hearing and the Commission Ordered as follows: |
| | | | "Force majeure" provisions are to be included in the Agreement between West Kootenay Power and Light Company, Limited and B.C. Timber Ltd. Such provisions shall be equivalent to those contained in the existing agreement approved by a Decision of the Commission dated September 10, 1982. |
| | | | WKPL must extend such "force majeure" conditions, in principle, to all industrial customers. |
| | | | A two-year termination notice shall be incorporated into the said Agreement, subject to modification under the conditions described in the Decision. |

| ORDER NO. | DATE ISSUED | EFFECTIVE | UTILITY |
|---|---|---|---|
| G-82-84 | December 13 | January 1/85 | CIGAS PRODUCTS LTD. - GRANISLE GRID SYSTEM<br><br>Accepted for filing effective January 1, 1985 amended Tariff Rate Schedules incorporating an increase of 9.1 cents/ 100 cubic feet to cover the increased costs of purchased liquid propane. |
| G-83-84 | December 13 | January 1/85 | SQUAMISH GAS CO. LTD.<br><br>Accepted for filing effective January 1, 1985 amended Tariff Rate Schedules incorporating an increase of 8.2 cents/ 100 cubic feet to cover the increased costs of purchased liquid propane. |
| G-84-84 | December 17 | January 1/85 | WEST KOOTENAY POWER AND LIGHT COMPANY, LIMITED<br><br>Accepted for filing effective January 1, 1985 amended Tariff Rate Schedules embodying increased rates to enable recovery of increased costs alleged to be beyond the effective control of WKPL. |
| G-85-84 | December 20 | January 1/85 | ICG UTILITIES (BRITISH COLUMBIA) LTD.<br><br>Accepted for filing consolidated Terms and Conditions as part of its Gas Tariff BCUC No. 2, effective January 1, 1985, pertaining to the provision of natural gas service to the City of Port St. John and propane gas service at the Village of Port Alice, B.C. |
| G-86-84 | December 20 | January 14/85 | ICG UTILITIES (BRITISH COLUMBIA) LTD.<br><br>Accepted for filing effective January 14, 1985, subject to timely filing of amended Tariff Rate Schedules embodying the following: |

| ORDER NO. | DATE ISSUED | EFFECTIVE | UTILITY |
|---|---|---|---|
| G-86-84 | December 20 | January 14/85 | ICG UTILITIES (BRITISH COLUMBIA) LTD. (cont'd) |

a) Applicable to Natural Gas Service in the City of Fort St. John and surrounding area

An interim increase of 5.4% over rates currently in effect, with the interim increase subject to refund with interest calculated at the prime rate of the bank with which ICG Utilities (British Columbia) Ltd. conducts its business.

b) Applicable to Propane Gas Service in the Village of Port Alice, B.C.

An interim reduction of 25.0% in the rates currently in effect.

A public hearing of the Application by ICG Utilities (British Columbia) Ltd. will be held at the Pioneer Inn, 9830 - 100th Avenue, Fort St. John, B.C., commencing on Tuesday, March 19, 1985, at 10:00 a.m. local time.

| | | | |
|---|---|---|---|
| G-87-84 | December 20 | January 14/85 | VANCOUVER ISLAND GAS COMPANY LTD. |

Accepted for filing, effective and applicable to consumption on and after January 14, 1985, amended Tariff Rate Schedules embodying an interim increase of 10.1% over rates currently in effect, with the interim increase subject to refund with interest calculated at the prime rate of the bank with which Vancouver Island Gas Company Ltd. conducts its business. The interim increase is to be applicable equally to all customers save and except Industrial customers served by Vigas. Vigas may determine whether or not to apply the proposed interim increase to its Industrial customers.

| ORDER NO. | DATE ISSUED | EFFECTIVE | UTILITY |
|---|---|---|---|
| G-87-84 | December 20 | January 14/85 | VANCOUVER ISLAND GAS COMPANY LTD. (cont'd) |
| | | | A public hearing of the Application by Vancouver Island Gas Company Ltd. will be held at the Tally-Ho Town and Country Inn, 1 Terminal Avenue, Nanaimo, B.C., commencing on Tuesday, March 26, 1985, at 10:00 a.m. local time. |
| G-88-84 | December 20 | January 25/85 | CENTRAL HEAT DISTRIBUTION LIMITED |
| | | | Approved the Schedule of Rates proposed by Central Heat under Tab 2 of their Application dated November 30, 1984, embodying an increase of approximately 4.0% effective January 24, 1985. |

## APPENDIX IV

## COMMON PURCHASER ORDERS ISSUED IN 1984

| ORDER NO. | DATE ISSUED | EFFECTIVE | APPLICANT |
|---|---|---|---|
| COM-1-84 | March 21 | | LADD EXPLORATION COMPANY<br><br>Ordered public hearing commencing at 9:30 a.m., May 9, 1984 at the Commission Hearing Room to hear Applicant by Ladd Exploration Company (Ladd) for an Order declaring British Columbia Petroleum Corporation an Common Purchaser of natural gas from the following wells interpreted by Ladd to be in the same Halfway E Pool of the West Flatrock and Flatrock Area:<br><br>10-26-84-17 W6M<br>10-23-84-17 W6M<br>10-14-84-17 W6M<br>6-13-84-17 W6M |

## APPENDIX V

### SUMMARY OF COMPLAINTS RECEIVED IN 1984 FROM UTILITY CUSTOMERS AND THEIR RESOLUTIONS

| Utility | Billing Errors/ Incorrect Rate Class | Collection Policies | Penalties Incorrectly Assessed | Misc. | Unsatisfactory Meter Location | Construction Charges Incorrect | Resolution | |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | Resolved | Pending |
| Inland | 3 | 1 | | | 1 | 1 | 6* | - |
| WKPL | 4 | 1 | | 1 | | | 6 | - |
| Squamish | | | 1 | | | | 1 | |
| Columbia | 1 | | | | | | 1 | |
| ICG | | | 1 | | | | 1 | |
| Pacific Northern | | | 1 | | | | 1 | |
| B.C. Hydro | 8 | | | 1 | 5 | | 13 | 1 |

*One Complaint covers two categories

## INLAND NATURAL GAS CO. LTD.

1. Complaint

A Nelson customer advised that his billing from Inland continually added a Late Payment Charge in spite of the fact that it was not required.

Resolution

Commission staff revealed an error in Inland's computer program for one of their billing cycles. Inland amended the program immediately and arranged for customer account adjustments to be processed as required.

2. Complaint

A Kamloops customer complained of problems associated with metering of gas consumption and billing irregularities.

Resolution

Commission staff determined that the gas consumption recorded in the customer's billing was accurate and that Inland was employing the proper Commercial Rate Classification and Schedule. The customer was advised that S.S. Tax is applicable to his account.

3. Complaint

A Kelowna customer complained about the basis on which Inland estimates consumption, and the problems associated with a gas meter being located inside his residence.

Resolution

It was learned that the customer had incorrectly indicated that gas usage would be for home heating and water heating. Satisfactory billing adjustments were made and the meter was relocated to the exterior of the residence.

4. Complaint

A Canoe customer complained that Inland's billing for installation of a gas line to service his barn was excessive.

Resolution

Commission staff discussed the complaint with Inland and a revised bill involving reduced costs was issued.

5. Complaint

A Princeton customer complained that Inland had increased its charge for reconnection of a gas service from $10 to $30.

Resolution

Commission staff explained that increased charges had been approved by the Commission following an application from Inland. It was suggested that the customer may wish to consider having a gas water heater installed, since Inland is offering a promotional scheme with reduced installation costs.

## WEST KOOTENAY POWER AND LIGHT COMPANY, LIMITED

1. Complaint

A Bridesville customer complained that he was charged by WKPL for the minimum of three months even though he had not pumped a gallon of water that year.

Resolution

Commission staff explained that the matter of Irrigation Rates (WKPL) had been thoroughly canvassed at the Rate Design hearing. A copy of the Decision was sent to the customer as soon as it was distributed. The Decision upheld WKPL's billing action.

2. Complaint

A Kelowna resident complained that he was charged the minimum amount twice in one billing period when he changed residence.

Resolution

Commission staff determined that both basic charges were justified, however a small billing error had been found and this was adjusted on the customer's next bill.

3. Complaint

A Kelowna financial institution complained that as Receiver of the rent on a foreclosure it was required that they pay a six-month outstanding bill by the Owner before reconnection. Circumstances made it necessary for them to do so and the request was for the return of that money.

Resolution

Commission staff forwarded the correspondence to WKPL with a request that they review the matter. WKPL responded that it was their policy, which was confirmed by legal advice, that the utility was entitled to demand payment of account arrears before an Order Absolute of Foreclosure is issued. This was found acceptable by the Commission.

4. Complaint

An on-going complaint from 1983 by an Oliver customer stated that the rate charged to small businesses should be reduced and that his bill had increased in two months about 40%.

Resolution

WKPL viewed the premises to suggest ways of conserving energy. It was discovered that the billing included the living quarters and the business premises and utilizing only one meter. The customer was advised to consider having separate meters and has chosen not to accept this suggestion.

5. Complaint

A customer complained that the line facility charge levied against his recreational property was excessive and that he should only be charged for the months that he used it.

Resolution

Commission staff communicated the customer's concerns to the utility and in turn he was informed by letter that he could disconnect and reconnect for four summer months and be charged as a seasonal service, however, there would be a line charge for a six month period. The service was disconnected and the customer was informed to notify the utlity when reconnection was required. This is in accordance with Schedule 72, Extensions.

6. Dispute

A dispute between a Rossland customer and the utility that has been on-going since 1980 was resolved after the intervention of Commission staff.

The dispute revolved around an agreement dated 1923 permitting the utility limited access to a strip of land for the purpose of erecting, maintaining and repairing poles. The present customer claimed that the utility was using the access excessively, and barred employees from entering the property until certain compensation was paid.

An agreement was reached between the parties concerned and access was permitted to the property.

PACIFIC NORTHERN GAS LTD.

1. Complaint

An on-going problem, between an industrial customer and the utility, regarding late penalty charges levied against the customer created by the period of time it took to reach the customer was referred to the Commission.

Resolution

The utility agreed to notify this customer by telex of the monthly gas bill immediately following computation of the bill. The customer would acknowledge the telex statement as an invoice and would endeavour to have the payment processed in its first ("early") computer cheque run. The late penalty charge and other related interest charges at issue were waived.

SQUAMISH GAS CO. LTD.

1. Complaint

A Squamish customer complained about the wide variation in billings over a four-month winter period.

Resolution

Commission staff reviewed the four bills in question and found that due to various circumstances it did not appear that the consumption was out of line. However, a small discrepancy was discovered in the interest charged and this was credited to the customers account.

COLUMBIA NATURAL GAS LIMITED

1. Complaint

An industrial customer questioned the calculation of the cost by the utility for natural gas it purchased from various sources.

Resolution

The Commission staff reviewed the procedures used in billing to this and other industrial customers and found that Columbia Metric Billing to this customer, and all other customers, is based on the appropriate heat content of the gas and an appropriate valuation of the gas streams purchased by the utility.

ICG UTILITIES (BRITISH COLUMBIA) LTD.

1. Complaint

A complaint from a municipality to the utility objecting to their late billing practice created by the utilities procedure for sending bills.

Resolution

The utility combined four accounts so that the municipality would receive one summarized bill. It also extended its time allowed for payment by seven days and wrote off previously assessed penalty charges.

## BRITISH COLUMBIA HYDRO AND POWER AUTHORITY

1. Complaint

A customer operating a commercial venture in Lantzville complained that he was discriminated against when his power was interrupted during a violent lightening and windstorm. In his opinion he and others who are on the end of a line system are not treated as an emergency situation for the sole purpose of cost saving.

Resolution

The complaint was satisfactorily disposed of in correspondence between the complainant and the Chairman of B.C. Hydro. The circumstances required judgement calls to be made because of hazardous conditions. The Commission is satisfied that no discrimination was involved.

2. Complaint

An on-going complaint from 1981-1982 by a Vancouver apartment owner regarding billing errors during that time was brought to the attention of the Commission in 1984.

Resolution

It was determined that B.C. Hydro had made billing errors and a second adjustment was made. The utility has introduced hand-held electronic meter reading terminals that will eliminate most of the errors in meter reading.

3. Complaint

A Williams Lake customer complained that he was being classed as Commercial and was being billed under the wrong Schedule.

Resolution

The utility made certain recommendations to the customer and the billing schedule was changed to that of Residential and the customer was rebated.

4. Complaint

A Victoria customer complained of the amount of the bi-monthly billing in February.

Resolution

Commission staff contacted the utility who in turn checked out the heating system and reported it in good order. The customer was so advised and it was recommended that consideration be given to utilizing the Utilities Equal Payment Plan.

5. Complaint

A Qualicum customer complained to the Commission that the Security Deposit demanded by the utility was excessive.

Resolution

Commission staff contacted the utility who investigated the situation and indicated that the surety arrangement was greater than required taking in consideration the customer's past record. The customer was advised to contact the local office to arrange for a reduced surety arrangement.

6. Complaint

A Quesnel customer complained that a lightning strike caused the failure of B.C. Hydro's transformer on a pole adjacent to his property which resulted in the replacement of his deep well pump.

Resolution

At the request of the Commission an inspection was conducted. The local electrical inspector reviewed the matter and determined that the failure was due to seized bearings and was not the result of the failure of the transformer. However, B.C. Hydro offered a gratuitous payment in the amount of $400, without prejudice.

7. Complaint

A Winfield customer complained about the increased cost having been changed from Residential Schedule 1101 to Commercial Schedule 1220. He claimed that the produce sold by him was produced on his farm and therefore he should be classified as Residential.

Resolution

Upon investigation it was discovered that the customer was selling imported food as well as the items produced on his farm. He was advised that if he continued to do this he would remain on Schedule 1220. Two alternatives were recommended to him, either of which would allow him to revert to Schedule 1101.

8. Complaint

An owner of a Vancouver low rental housing complex complained of a 90% increase in hydro costs for December billings 1981 and 1983.

Resolution

Commission staff analyzed the facts and concluded that normal increases in rates were applied by B.C. Hydro. However, customer consumption during that period had increased and that the billing days varied. The customer was so informed.

9. Complaint

A Prince George resident complained of what they considered a 15% increase in their equal payment plan.

Resolution

Commission staff contacted the utility who sent the customer a full explanation and its reasoning. The Commission was satisfied with the response and no further action was required or taken.

10. Complaint

A Victoria customer phoned to complain to the Commission that he had received a Notice of Disconnection after he had paid his account but was unable to produce a receipt.

Resolution

Commission staff contacted B.C. Hydro and after investigating all the circumstances the disconnect was not enforced.

11. Complaint

A Surrey customer complained of, what he considered, an unauthorized change in billing units from billing units to gigajoules resulting in a higher billing cost.

Resolution

Commission staff wrote to the customer explaining the reasoning for the change over, authorized by the Commission, to conform to the standard metric measurement value. This did not result in any change in price paid by B.C. Hydro's customers for the same quantity of metered natural gas consumption.

12. Complaint

A West Vancouver customer complained to the Commission that the utility disconnected his power after arrangements had been made to pay his arrears in two billings. This resulted in a claim for food spoilage and personal "pain and suffering" amounting to $454.00.

Resolution

Commission staff contacted the utility and a satisfactory settlement has been reached between the parties concerned. B.C. Hydro paid the customer 75% of his claim.

13. Complaint

A Sooke customer complained to the Commission about what he considered the wasteful practice of multiple billing.

Resolution

The utility explained to the customer that the situation had been created by a prolonged strike and that B.C. Hydro was in the process of converting customers with multiple accounts to a system known as "Multiple Account Single Statement". This has now been achieved.

14. Complaint

A Richmond resident complained to the Commission that B.C. Hydro was billing an owner/operator of a marina for the supply of power to all the marina's berths. The consumption was then sub-metered and billed at an exhorbitant rate by the marina owner.

Resolution

The Commission staff investigated the procedures and the resolution of this complaint is pending. B.C. Hydro is conducting a review of its tariff and billing practices pertaining to marinas.

## APPENDIX VI

## CERTIFICATES OF PUBLIC CONVENIENCE AND NECESSITY
## PAY-TELEVISION AND/OR CABLE SERVICE UNDERTAKING ISSUED IN 1984

| Order No. | Date | Company | Pay TV or Cable | Area Serviced |
|---|---|---|---|---|
| T-1-84 | Feb 28/84 | Barriere Cablecom Ltd. | Pay TV Cable | Barriere |
| | | (Extension of Expiry date to June 30, 1984. Amendment to Clause 1(d) of T-42-82. See T-48-84 and T-76-84) | | |
| T-2-84 | Feb 28/84 | Oliver Sat-Vue Ltd. | Pay TV Cable | Oliver |
| | | (Name change from T-36-83 and T-37-83) | | |
| T-3-84 | Feb 28/84 | Mascon Communications Corp. | Pay TV Cable | Chase |
| T-4-84 | Feb 28/84 | Mascon Communications Corp. | Pay TV Cable | Nakusp |
| T-5-84 | Feb 28/84 | Sicamous Video Ltd. | Pay TV Cable | Sicamous |
| T-6-84 | Feb 28/84 | Shuswap Cable Ltd. | Pay TV Cable | Salmon Arm |
| T-7-84 | Feb 28/84 | Wood Lake Video Ltd. | Pay TV Cable | Winfield |
| T-8-84 | Feb 28/84 | Wood Lake Video Ltd. | Pay TV Cable | Oyama |
| T-9-84 | Feb 28/84 | Lumby Video Ltd. | Pay TV Cable | Lumby |
| T-10-84 | Feb 28/84 | Chateau Granville Hotel | Pay TV Cable | Vancouver |
| T-11-84 | Feb 28/84 | Four Seasons Hotel | Pay TV Cable | Vancouver |
| T-12-84 | Feb 28/84 | Seascape Apartments | Pay TV Cable | Vancouver |

| Order No. | Date | Company | Pay TV or Cable | Area Serviced |
|---|---|---|---|---|
| T-13-84 | Feb 28/84 | Keekwillie Cablecom (see T-17-84)Cable | Pay TV | Keekwillie Village & surrounding Blac Pool area |
| T-14-84 | Feb 28/84 | Broadview Mobile Villa | Pay TV Cable | Salmon Arm |
| T-15-84 | Apr 15/84 | Operating Engineers Local 15 Co-Operative Association | Pay TV Cable | Burnaby |
| T-16-84 | Aug 17/84 | Stellarvision (Canada) Ltd. (Name change from T-22-83) | Pay TV Cable | Province of British Columbia |
| T-17-84 | May 1/84 | Keekwillie Cablecom Ltd. (Name change from T-13-84) | Pay TV Cable | Keekwillie Village & Surrounding Black Poo area |
| T-18-84 | May 30/84 | Golden Ears Hotel | Pay TV Cable | Port Coquitlam |
| T-19-84 | May 30/84 | Royal Haven Mews | Pay TV Cable | Surrey |
| T-20-84 | May 30/84 | Mascon Communications Corp. | Pay TV Cable | Peachland |
| T-21-84 | May 30/84 | Mascon Communications Corp. | Pay TV Cable | Keremeos |
| T-22-84 | May 30/84 | 40061 Holdings Ltd. | Pay TV Cable | New Westminster |
| T-23-84 | May 30/84 | Kanata Cooperative Housing Assocation | Pay TV Cable | Vancouver |
| T-24-84 | May 30/84 | UBC Deparment of Bio-medical Communications (See T-49-84) | Pay TV Cable | Vancouver |
| T-25-84 | June 21/84 | AIM Satellite Broadcasting Corp. (Extension of Expiry date to December 31, 1984. Amendment to Clause 2 of T-9-82. See T-55-84) | Pay TV | Greater Vancouver Regional District |

| Order No. | Date | Company | Pay TV or Cable | Area Serviced |
|---|---|---|---|---|
| T-26-84 | May 30/84 | XL Cable Systems Ltd. (See T-1-85) | Pay TV Cable | Dawson Creek |
| T-27-84 | May 30/84 | Clearwater Cablecom Ltd. | Pay TV Cable | Dutch Lake Trailer Community and surrounding Clearwater area |
| T-28-84 | July 3/84 | Nicholson Community Association | Pay TV Cable | Columbia Valley Communities of Parson, Nicholson, Moberly, Donald and Blaeberry Valley |
| T-29-84 | Aug 29/84 | Mustang Communications Ltd. | Cable | Surrey |
| T-30-84 | Aug 29/84 | Mustang Communications Ltd. | Cable | North Vancouver |
| T-31-84 | Aug 29/84 | Mustang Communications Ltd. | Cable | Burnaby |
| T-32-84 | Aug 29/84 | Mustang Communications Ltd. | Cable | Richmond |
| T-33-84 | Aug 29/84 | Mustang Communications Ltd. | Cable | New Westminster |
| T-34-84 | Aug 29/84 | Mustang Communications Ltd. | Cable | Delta |
| T-35-84 | Aug 29/84 | Mustang Communications Ltd. | Cable | West Vancouver |
| T-36-84 | Aug 29/84 | Mustang Communications Ltd. | Cable | White Rock |
| T-37-84 | Aug 29/84 | Mustang Communications Ltd. | Cable | Coquitlam |
| T-38-84 | Aug 29/84 | Mustang Communications Ltd. | Cable | Port Coquitlam |
| T-39-84 | Aug 29/84 | Mustang Communications Ltd. | Cable | Port Moody |
| T-40-84 | Aug 29/84 | Mustang Communications Ltd. | Cable | Mission |
| T-41-84 | Aug 29/84 | Mustang Communications Ltd. | Cable | Maple Ridge |
| T-42-84 | Aug 29/84 | Mustang Communications Ltd. (See T-56-84 to T-69-84 inclusive) | Pay TV | All areas listed in T-29-84 to T-41-84 inclusive. |
| T-43-84 | Aug 29/84 | DeCosmos Village Housing Co-Operative | Pay TV Cable | Vancouver |
| T-44-84 | Aug 29/84 | Campbell River Television Association | Pay TV Cable | Campbell River, Willow Point and Saratoga Beach |
| T-45-84 | Aug 29/84 | Pine Ridge Heights Housing Co-Operative | Pay TV Cable | Burnaby |
| T-46-84 | Aug 29/84 | Seascape Manor | Pay TV Cable | Nanaimo |
| T-47-84 | Aug 29/84 | Country Club Estates | Pay TV Cable | Richmond |

| Order No. | Date | Company | Pay TV or Cable | Area Serviced |
|---|---|---|---|---|
| T-48-84 | June 29/84 | Barriere Cablecom Ltd. | Pay TV Cable | Barriere |
| | | (Extension of Expiry date of June 30, 1984. Amendment to Clause 1(d) of T-42-82. See T-76-84) | | |
| T-49-84 | Sept 20/84 | The University of British Columbia (Name change from T-24-84) | Pay TV Cable | Vancouver |
| T-50-84 | Oct 31/84 | Chase Cable Corp. | Pay TV | Chase |
| T-51-84 | Oct 31/84 | Chase Cable Corp. | Cable | |
| T-52-84 | Oct 10/84 | The Denman Hotel | Pay TV Cable | Vancouver |
| T-53-84 | Oct 31/84 | Papillon Apartments | Pay TV Cable | Surrey |
| T-54-84 | Oct 31/84 | Park Place Village | Pay TV Cable | Nanaimo |
| T-55-84 | Oct 31/84 | Allarcom Pay Television Limited | Pay TV Cable | Province of British Columbia |
| | | (Assets of "AIM" acquired by "Allarcom" October 31, 1984) | | |
| T-56-84 | Oct 31/84 | Mustang Satellite Services | Cable | Surrey |
| T-57-84 | Oct 31/84 | Mustang Satellite Services | Cable | North Vancouver |
| T-58-84 | Oct 31/84 | Mustang Satellite Services | Cable | Burnaby |
| T-59-84 | Oct 31/84 | Mustang Satellite Services | Cable | Richmond |
| T-60-84 | Oct 31/84 | Mustang Satellite Services | Cable | New Westminster |
| T-61-84 | Oct 31/84 | Mustang Satellite Services | Cable | Delta |
| T-62-84 | Oct 31/84 | Mustang Satellite Services | Cable | West Vancouver |
| T-63-84 | Oct 31/84 | Mustang Satellite Services | Cable | White Rock |
| T-64-84 | Oct 31/84 | Mustang Satellite Services | Cable | Coquitlam |
| T-65-84 | Oct 31/84 | Mustang Satellite Services | Cable | Port Coquitlam |
| T-66-84 | Oct 31/84 | Mustang Satellite Services | Cable | Port Moody |
| T-67-84 | Oct 31/84 | Mustang Satellite Services | Cable | Mission |
| T-68-84 | Oct 31/84 | Mustang Satellite Services | Cable | Maple Ridge |
| T-69-84 | Oct 31/84 (Name Change) | Mustang Satellite Services T-29-84 to T-42-84 inclusive | Pay TV | All areas listed in T-57-8 to T-68-84 inclusive |

| Order No. | Date | Company | Pay TV or Cable | Area Serviced |
|---|---|---|---|---|
| T-70-84 | Nov 5/84 | Clarendon Court | Pay TV Cable | Vancouver |
| T-71-84 T-72-84 | Dec 14/84 | Copper Valley Cablevision Ltd. | Pay TV Cable | Ashcroft |
| T-73-84 | Dec 14/84 | Grouse Mountain Resorts Ltd. | Pay TV Cable | Grouse Mountain |
| T-74-84 | Dec 14/84 | Royal Canadian Legion Branch 265 Co-Op Housing Association | Pay TV Cable | Langley |
| T-75-84 | Dec 21/84 | Onyx Systems Corp. (Extension of Expiry Date to Dec. 31, 1985. Amendment to Clause 1(c) of T-38-83 and Clause 3 of T-39-83) | Cable | City of Vancouver |
| T-76-84 | Dec 21/84 | Barriere Cablecom Ltd. (Extension of Expiry Date to Dec. 31, 1985. Amendment to Clause 1(d) of T-42-82) | Pay TV Cable | Barriere |
| T-77-84 | Dec 21/84 | Strata Plan 524 | Pay TV Cable | Burnaby |

## APPENDIX VII

### ELECTRIC UTILITIES IN BRITISH COLUMBIA
### DOMESTIC ELECTRICITY SALES - 1984

| | REVENUE $ | VOLUME (Gwh) |
|---|---|---|
| **Crown-Owned Electric Utility** | | |
| British Columbia Hydro and Power Authority | 1,241,304,000 | 29,885.73 |
| **Municipally-Owned Electric Utilities** | | |
| City of Grand Forks | 1,123,000 | 29.61 |
| City of Kelowna | 7,318,000 | 204.57 |
| City of Nelson | 4,409,000 | 117.07 |
| City of New Westminster | 11,136,000 | 232.23 |
| City of Penticton | 7,039,000 | 202.12 |
| District of Summerland | 1,815,000 | 60.37 |
| | 32,840,000 | 845.97 |
| **Investor-Owned Electric Utilities** | | |
| Hemlock Valley Electrical Services Limited | 162,000 | 2.27 |
| Princeton Light and Power Company, Limited | 2,018,000 | 52.41 |
| West Kootenay Power and Light Company, Limited | 41,263,000 | 1,321.37 |
| Yukon Electrical Company Limited | 92,000 | 0.41 |
| | 43,535,000 | 1,376.46 |
| TOTAL | 1,317,679,000 | 32,108.16 |

### NOTES TO APPENDIX VII

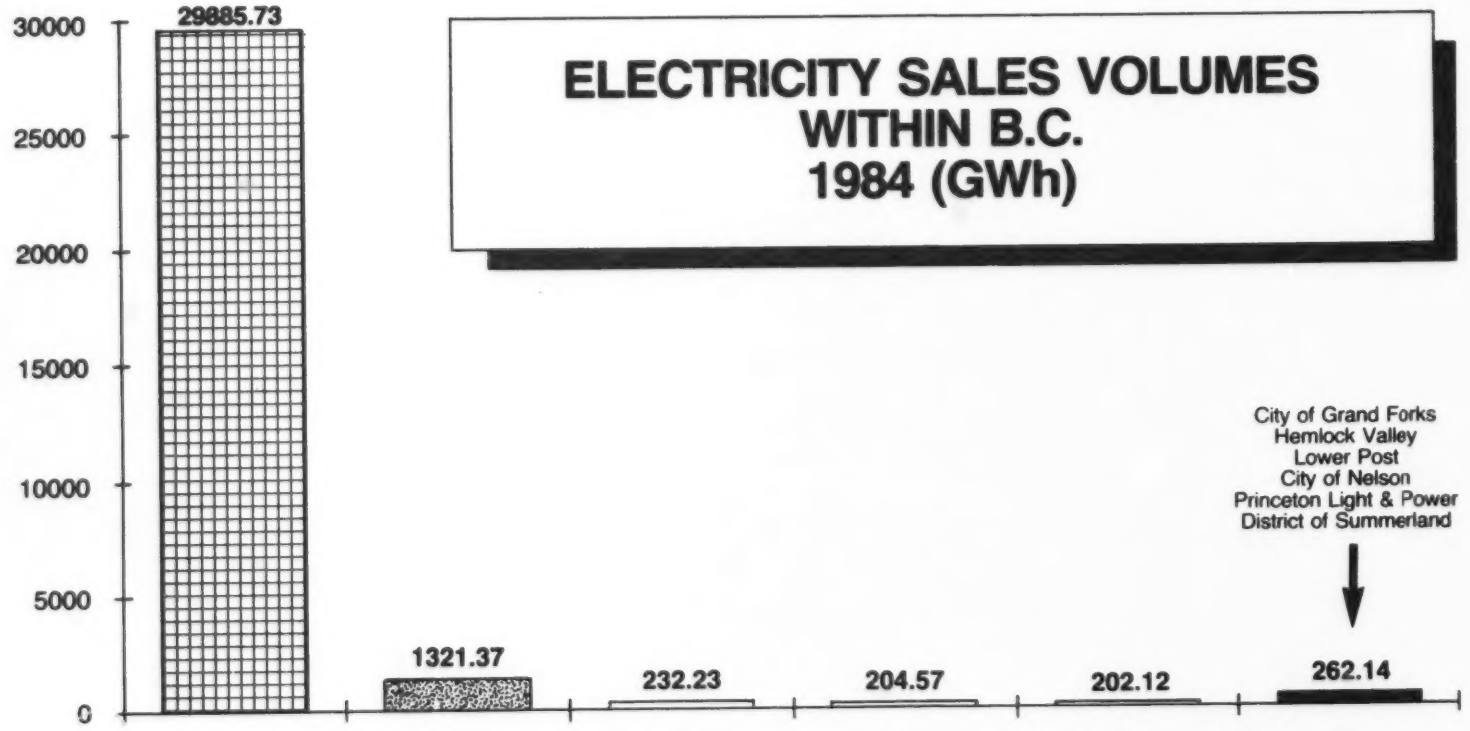
1. 1 gigawatt hour (Gwh) = 1 million kilowatt hours.

2. All figures reported are on a calendar year basis.

3. Revenues and volumes for West Kootenay Power and Light Company, Limited and British Columbia Hydro and Power Authority are net of sales to other reporting utilities.

4. It is estimated that in 1984 the total electrical load generated in the province for industrial operations, power exports and utility sales state above, was 47,066 GWh.

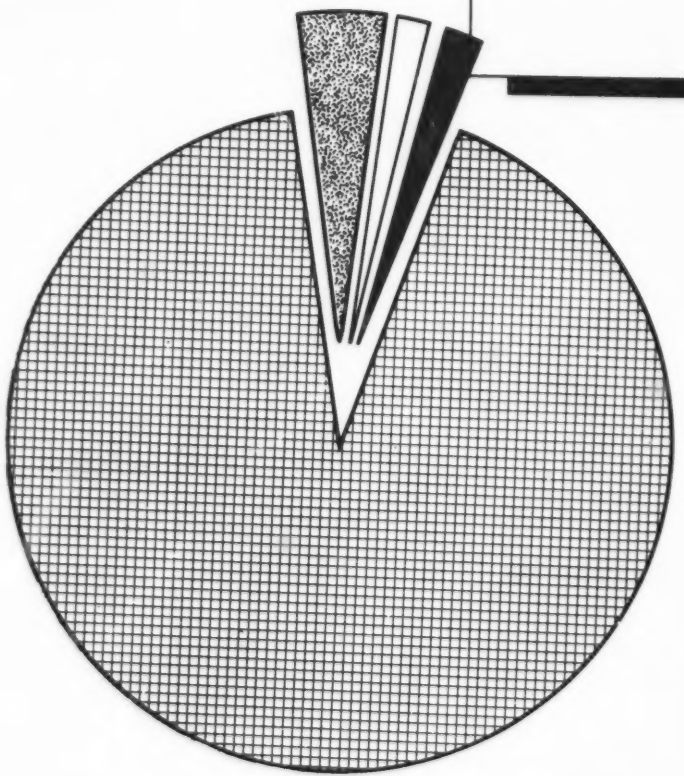
# ELECTRICITY SALES VOLUMES WITHIN B.C. 1984 (GWh)




| Customers Served | B.C. Hydro | West Kootenay Power & Light | City of New Westminster | City of Kelowna | City of Penticton | Others (6) |
|---|---|---|---|---|---|---|
| Industrial | 70 | 1 | N.A. | — | 15 | 55 |
| Commercial | 149,570 | 6,988 | | 1,471 | 1,411 | 2,152 |
| Residential | 993,912 | 52,620 | | 9,596 | 9,906 | 12,908 |

APPENDIX VIII

# ELECTRICITY SALES VOLUMES WITHIN B.C. 1984 (GWh)



- **B.C. Hydro - 93.08%**
- **West Kootenay Power & Light - 4.12%**
- **Cities of Kelowna & Penticton - 1.27%**
- **Others - 1.53%**

  City of Grand Forks
  Hemlock Valley
  Lower Post
  City of Nelson
  Princeton Light & Power
  District of Summerland
  City of New Westminster - .72%



APPENDIX IX

## APPENDIX X

## NATURAL GAS AND PROPANE UTILITIES IN BRITISH COLUMBIA
## DOMESTIC GAS SALES - 1984

| | REVENUE $ | SALES (GJ) |
|---|---|---|
| **Crown-Owned Gas Utility** | | |
| British Columbia Hydro and Power Authority | 392,284,000 | 94,815,000 |
| **Investor-Owned Natural Gas Utilities** | | |
| Columbia Natural Gas Limited | 35,156,000 | 10,082,000 |
| Fort Nelson Gas Ltd. | 1,745,000 | 603,000 |
| ICG Utilities (British Columbia) Ltd. | 7,135,000 | 2,339,000 |
| Inland Natural Gas Co. Ltd. | 161,814,000 | 46,640,000 |
| Northland Utilities (B.C.) Limited | 5,382,000 | 1,396,000 |
| Pacific Northern Gas Ltd. | 89,765,000 | 27,340,000 |
| | 300,997,000 | 88,400,000 |
| **Investor-Owned Propane Grid System Utilities** | | |
| Cigas Products Ltd.-Granisle Grid System | 107,000 | 10,000 |
| ICG Utilities - Port Alice System | 230,000 | 18,000 |
| Squamish Gas Co. Ltd. | 1,601,000 | 186,000 |
| Sunshine Valley Utilities Ltd. | 29,000 | 3,000 |
| Vancouver Island Gas Company Ltd. | 2,751,000 | 230,000 |
| | 4,718,000 | 447,000 |
| TOTAL | 697,999,000 | 183,662,000 |

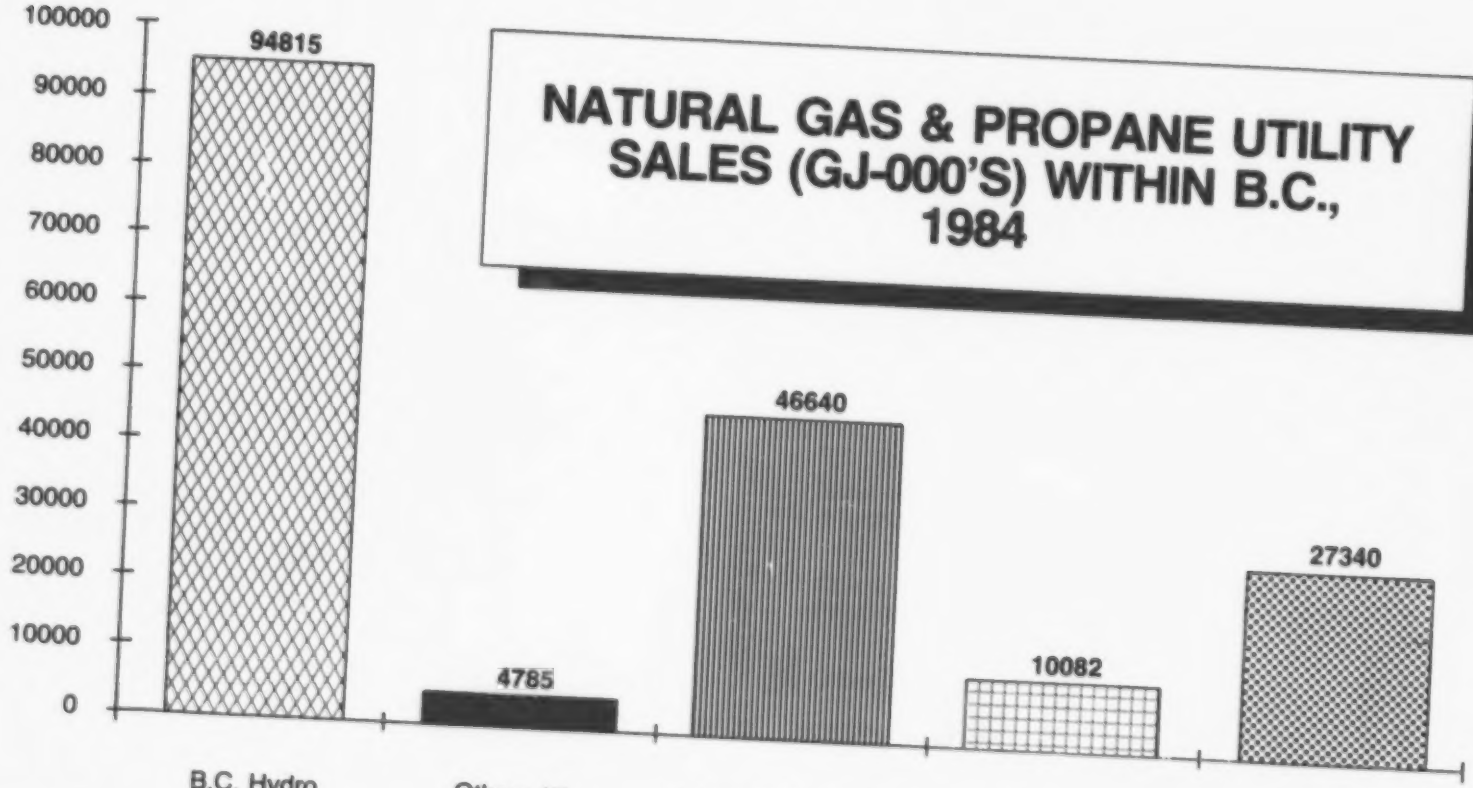
### NOTES TO APPENDIX X

1. 1 gigajoule (GJ) is approximately equivalent to 0.922 Mcf of natural gas or 0.376 Mcf of propane vapour in L.P. gas grid systems.

2. All figures reported are on a calendar year basis.

3. Revenues and volumes for Inland Natural Gas Co. Ltd. are net of sales to its wholly-owned subsidiary Columbia Natural Gas Limited.

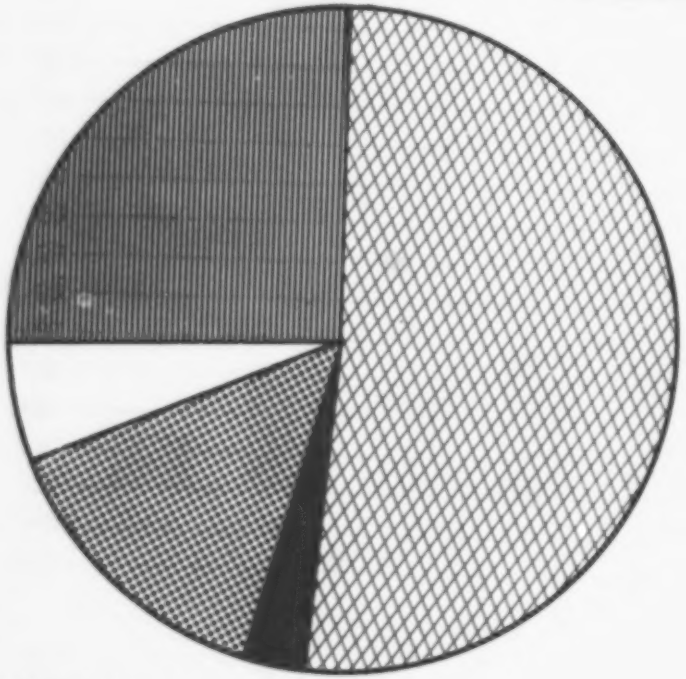
# NATURAL GAS & PROPANE UTILITY SALES (GJ-000'S) WITHIN B.C., 1984




| CUSTOMERS SERVED | B.C. Hydro | Others (6) | Inland Natural Gas | Columbia Natural Gas | Pacific Northern Gas |
|---|---|---|---|---|---|
| Industrial | 104 | 8 | 124 | 12 | 24 |
| Commercial | 34,927 | 2,339 | 11,882 | 495 | 1,849 |
| Residential | 306,346 | 12,738 | 91,467 | 12,542 | 8,400 |

APPENDIX XI

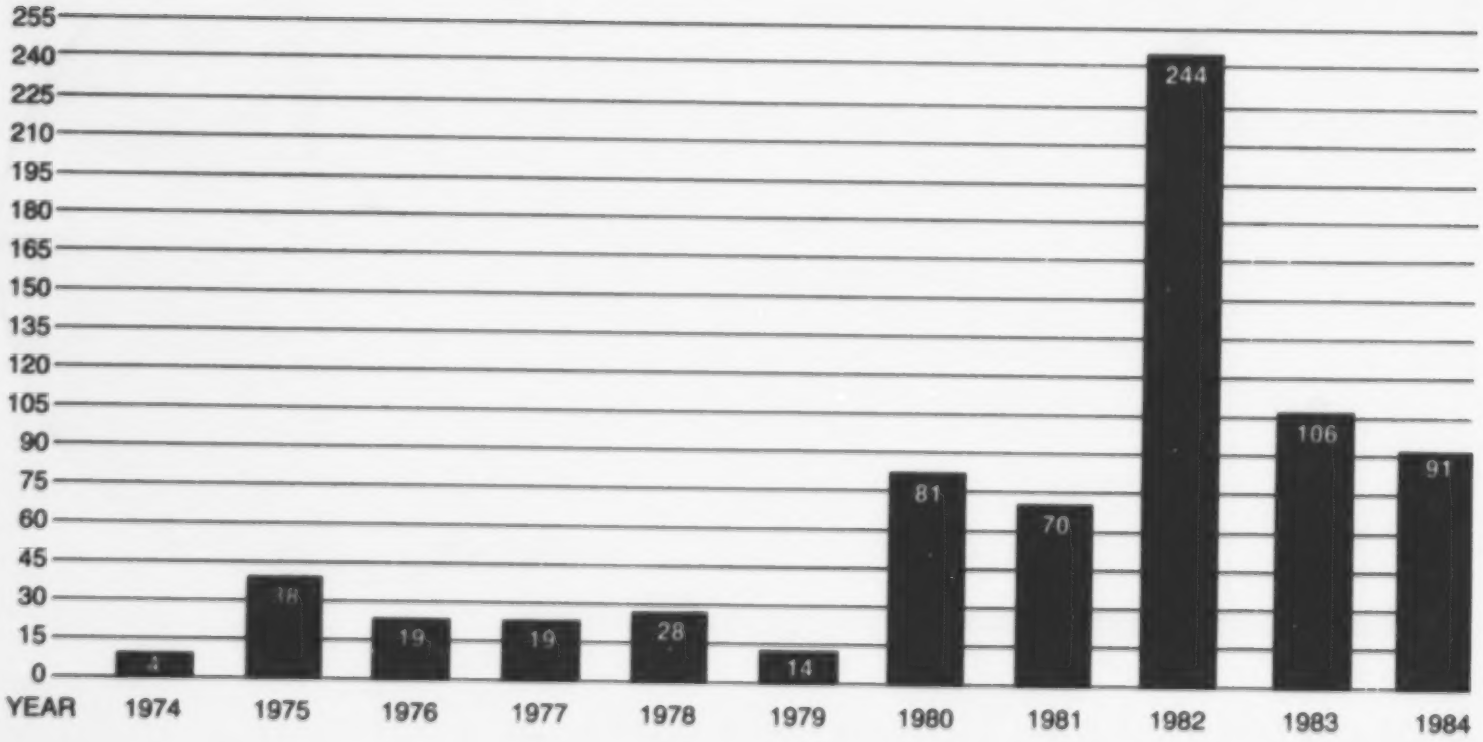
# NATURAL GAS & PROPANE UTILITY SALES (% of TOTAL GJ) WITHIN B.C., 1984



- B.C. Hydro (51.62%)
- Inland Natural Gas (25.39%)
- Columbia Natural Gas (5.49%)
- Pacific Northern Gas (14.89%)
- Others (2.61%)
  - Cigas - Granisle
  - ICG Utilities (British Columbia) - Fort St. John/Port Alice
  - Fort Nelson Gas
  - Northland Utilities Dawson Creek/Tumbler Ridge
  - Squamish Gas
  - Vancouver Island Gas

APPENDIX XII

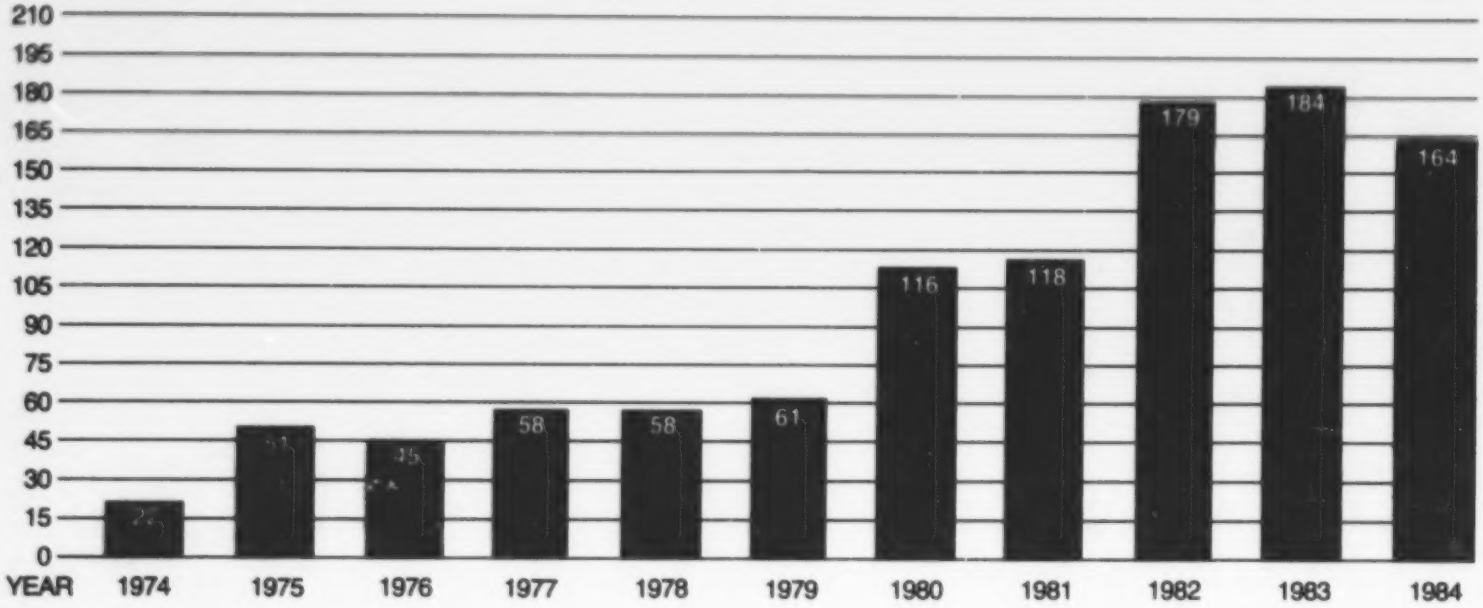
# HEARING DAYS DURING YEAR



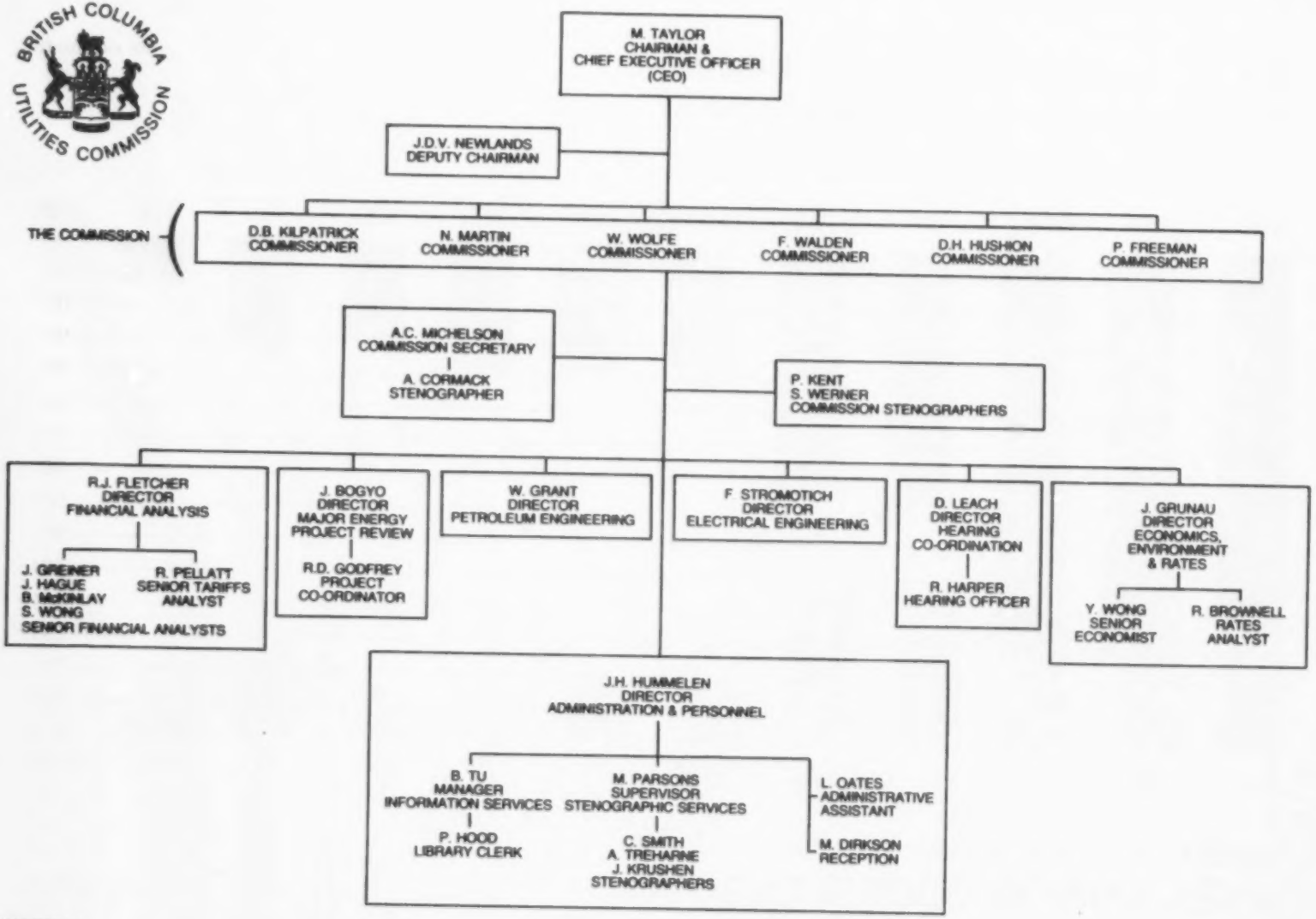



APPENDIX XIII

# ORDERS ISSUED DURING YEAR




APPENDIX XIV

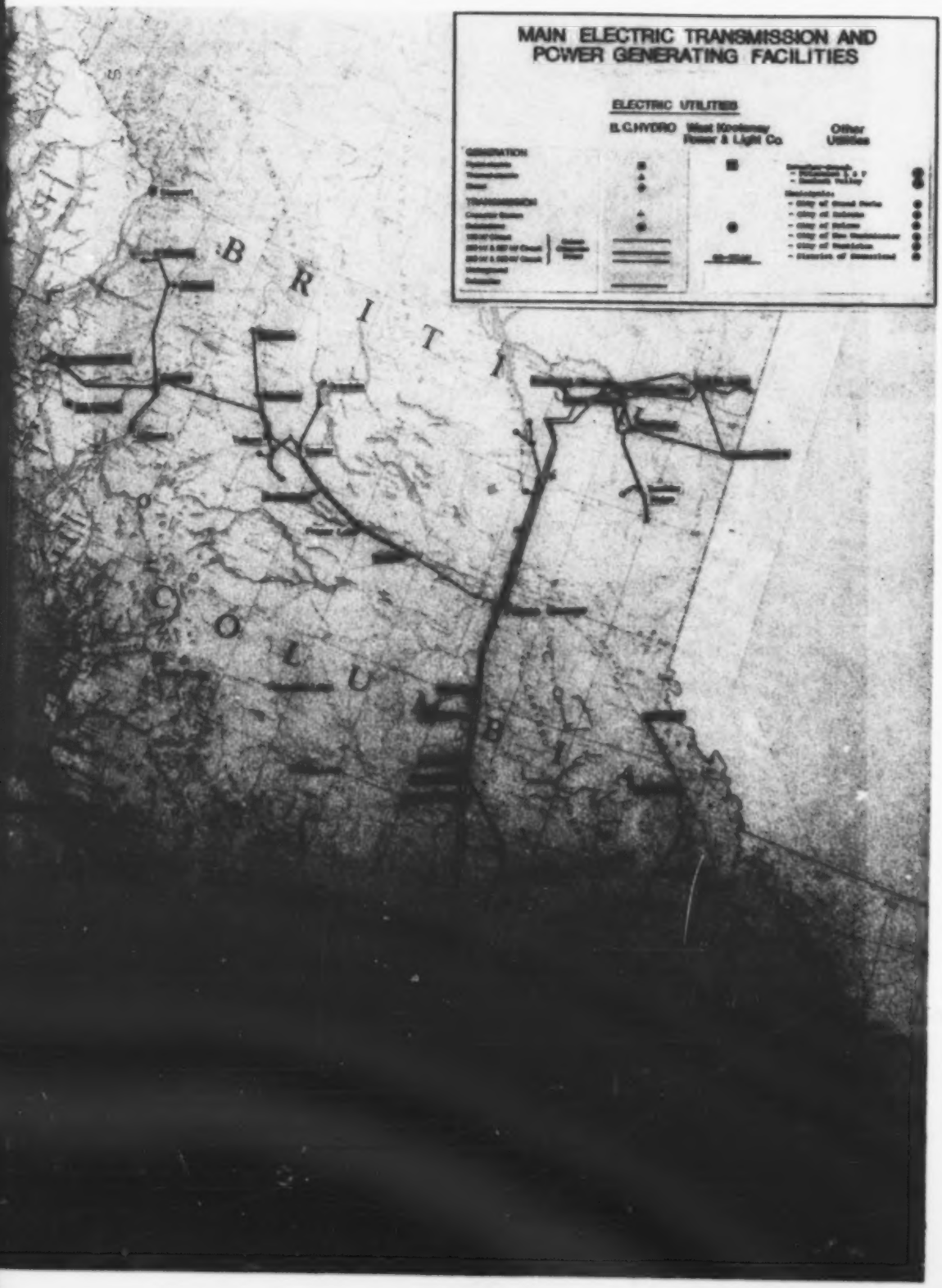





APPENDIX XV
December 31, 1984

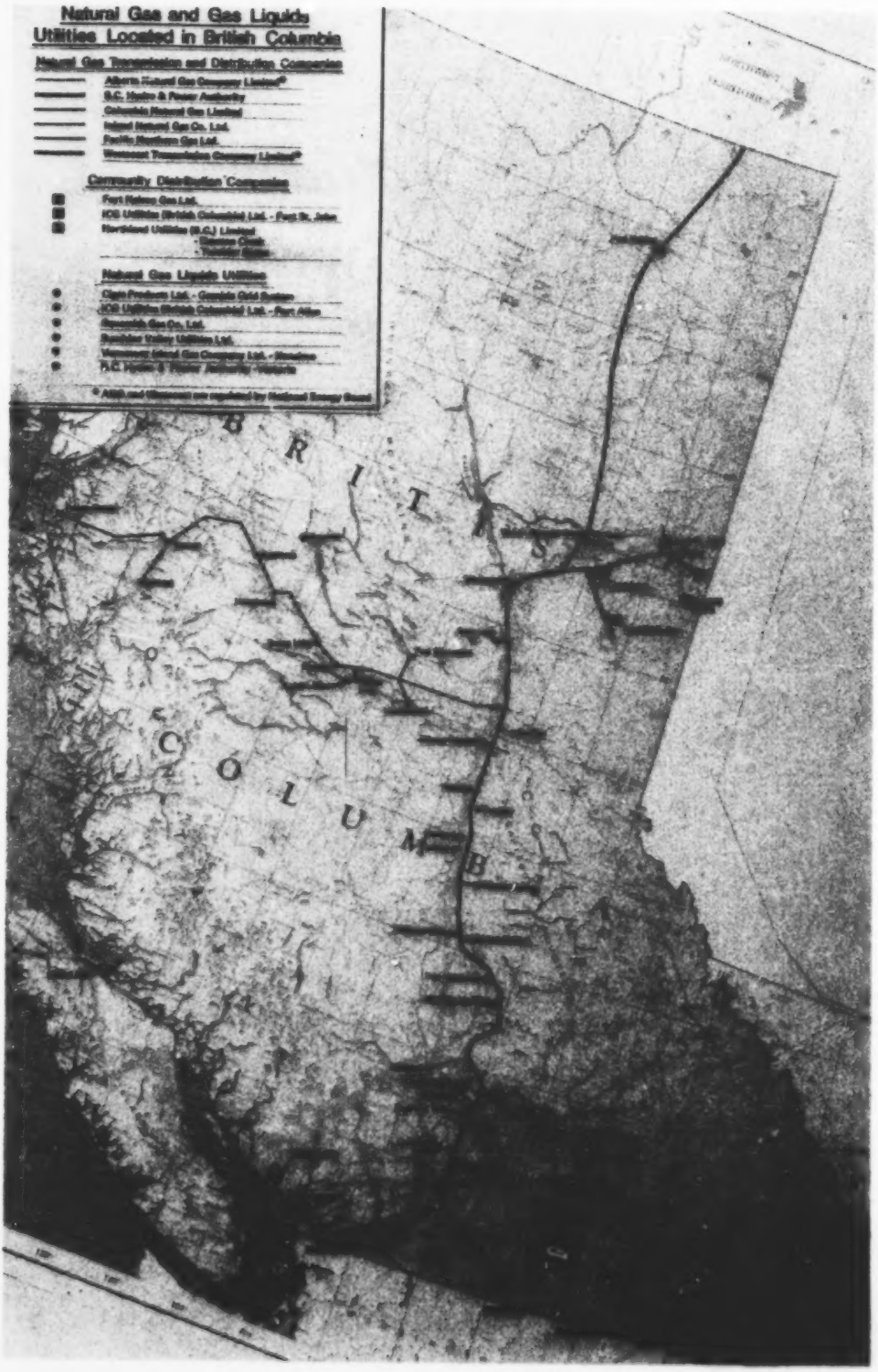
APPENDIX XVI

MAIN ELECTRIC TRANSMISSION MAP


MAIN ELECTRIC TRANSMISSION AND POWER GENERATING FACILITIES
ELECTRIC UTILITIES
B.C.HYDRO
West Kootenay Power & Light Co
Other Utilities
B R I T I
O L U M B I

APPENDIX XVII

NATURAL GAS AND GAS LIQUIDS MAP


Natural Gas and Gas Liquids
Utilities Located in British Columbia
Natural Gas Transmission and Distribution Companies
Alberta Natural Gas Company Limited*
B.C. Hydro & Power Authority
Columbia Natural Gas Limited
Inland Natural Gas Co. Ltd.
Pacific Northern Gas Ltd.
Westcoast Transmission Company Limited*
Community Distribution Companies
Fort Nelson Gas Ltd.
Northland Utilities (B.C.) Limited
Natural Gas Liquids Utilities
Spectra Energy Transmission
Spectra Energy Distribution
Spectra Energy Transmission
Spectra Energy Distribution
Spectra Energy Transmission
Spectra Energy Distribution